

If your complaint is about the services or care of your Surgeon or Anaesthetist, then the complaint should be lodged with him or her in the same way as described in this leaflet.

It is important for you and your family/whanau or friends to note that Specialists practice independently and are neither employees nor agents of Bowen Hospital.

We are not responsible for the conduct of these Specialists. They are independent practitioners and are responsible to their professional associations and the Medical Council of New Zealand.



A Patient's Guide to the Complaints Process

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Patient Information

As a patient of Bowen Hospital you have rights to:

- Respect
- Fair treatment
- Dignity and independence
- Appropriate standards of service
- Effective communication
- Information
- Informed choice and consent
- Support
- Participating in teaching and research
- Complain

If you would like to make a complaint about something that happened to you while at Bowen Hospital:

- You can do it yourself
- Your family/whanau or friends can do it for you
- An independent advocate can do it on your behalf

You can make a complaint by:

1. Speaking to any of the following people:
 - Your Nurse
 - The Nurse Manager on duty
 - The General Manager
 - Your Specialist
2. Writing a letter to:
General Manager
Bowen Hospital
Churchill Drive
Crofton Downs
Wellington 6035
3. Sending an email to the General Manager
dorothy.shaw@bowen.co.nz

When the complaint has been received:

- We will acknowledge the complaint in writing within 5 working days
- We will commence an investigation
- We will advance our investigation and will communicate within 10 working days
- If it takes longer, we will keep you informed of progress

The investigation will be done by a senior staff member and will include:

- Looking at all the notes
- Checking the accuracy of all the information provided
- Talking with everyone concerned, including yourself
- Respecting your privacy
- Making every attempt to resolve the issue
- Helping you through the complaint process

The Health & Disability Commissioner provides a free advocacy service. The local advocate can be contacted for an appointment at your home or their office.

Phone:

Freephone 0800 555 050
(04) 570 0850 **Lower Hutt**
(04) 237 0418 **Porirua**
(04) 389 2502 **Wellington**
(06) 370 8870 **Masterton**