

## Patient Information – Canopy Healthcare Procedure for Complaints/Concerns

Canopy Healthcare wants to hear about your experience and ensure all your Rights are met and our obligations fulfilled.

RIGHT 10 of the Code of Rights states that all consumers have the right to complain.

If you're not happy with the care or treatment you've received, you have the right to complain, have your complaint investigated, and be given a full and prompt reply. We treat all complaints seriously.

### Step 1

Please write to us detailing your concerns. If you would prefer to talk to us about your concerns, this can be arranged. In your complaint, please provide us with as much information as possible about what your concerns are. Please also indicate how you would like your complaint to be resolved, and the outcome you hope for.

Please email your complaint to [Complaints@canopyhealthcare.co.nz](mailto:Complaints@canopyhealthcare.co.nz) If you would prefer to discuss your complaint over the phone, please email us with your preferred contact phone number and your preferred contact day/time.

### Step 2

Once a complaint is received, we will acknowledge it by reply email within 5 working days.

To fully investigate a complaint usually takes 10 working days, however in certain situations we may require more time. If the complaint investigation is going to take longer than 10 working days, we will contact you to advise you of the expected timeframes and explain the reasons for the delay.

### Step 3

Once your complaint has been investigated, a written response will be emailed to you. You may wish to meet with senior staff to discuss the written response and this can be arranged.

We appreciate that making a complaint can be stressful for you and we want to reassure you that there will be no detrimental effect to your care. All complaints are managed in the strictest confidence. Documents relating to a complaint investigation are securely stored and kept separately from your medical record. Complaint outcomes may be anonymised and shared within our organisation to promote service improvement. When we receive a complaint, we work to resolve your problems as much as possible and identify shortcomings in the care we provide so we can implement change in our organisation to prevent these problems happening again.

If you need support writing a complaint the Advocacy service is a free and independent service that can assist you [Advocacy – Health and Disability Advocacy Service](#) 0800 555 050.