



Review and Complaints Procedure

accessible has a commitment to provide all clients with a fair and professional service, recognizing that we must also adhere to the terms of our contracts.

If you feel that the standard of our service has not met with your expectations, this leaflet will guide you through the correct procedures to achieve a swift and appropriate resolution to any problems or issues, which you may have.

It is your legal right to make a complaint under the Code of Health and Disability Services Consumers' Rights. The complaint will not effect the quality of the services or equipment provided to you in the future.

Please be aware that **accessible** provides support services for two distinct groups of people:

If you have a physical, intellectual, age-related or sensory disability, which is not the result of an accident, you would have had an application forwarded to us by a Specialized Assessor. Under this category, you will be funded by the Ministry of Health (MoH).

If you have an accident related disability, you will have an accepted claim with ACC and an application would have been forwarded by an ACC Case Manager.

Review Procedure for MoH Clients

How to request a review of an accessible decision or policy:

A request for a review of a decision or policy can be made either verbally or in writing by you, your Assessor or your advocate.

The request should contain any additional information and documentation, which you feel is relevant to the review.

The results of the review and the action to be taken will be forwarded to you or your nominated representative within 10 days of the request being lodged with **accessible**.

Who to make your request for review to:

A request for a review of a decision or policy should first be discussed with the **accessible** Professional Advisor.

If you are dissatisfied with the outcome of the review, you may submit a second appeal to the General Manager of **accessible**. The results of this further appeal will be forwarded to you or your nominated representative within 10 days of the request. If you are dissatisfied with the result of the second review, the General Manager of **accessible** will forward all documentation to the relevant Funding Agency.

How will accessible process your review:

All documentation which has been forwarded to **accessible** by your Specialized Assessor will be considered in conjunction with our contractual guidelines.

If a second review is requested, **accessible** may contact other environmental support services to ensure nationwide consistency.

If a further review is requested, **accessible** will forward all information relating to the review to the Auckland office of the Ministry of Health for a decision. **accessible** will notify you of their decision.

Please note: If you request a Second Opinion from another Specialised Assessor:

- You or your advocate must arrange this yourself. You may wish to contact Enable Information on 0800 17 1981 for details of other Assessors.

Should you choose an assessment conducted by a private assessment service you will need to consider the funding of any costs associated with this.

Review Procedure for ACC Clients

If you are an ACC client and are dissatisfied with any decision ACC makes concerning your entitlement to equipment, contact your Case Manager. ACC has both a review process and a complaints procedure. Your Case Manager will work to resolve any issues you have and will advise you of both the review and complaint processes.

Complaints Procedure

How to make a complaint about an accessible team member:

Complaints can be made verbally or in writing by you or your advocate.

Who to make your complaint to:

- Complaints relating to an **accessible** team member should first be discussed with the team member, if you feel this is the most appropriate action.
- If you are not comfortable discussing the complaint with the team member or if a satisfactory resolution can not be achieved, contact the team member's Manager. The name and contact details of the relevant Manager will be supplied to you on request.
- Where the complaint can not be satisfactorily resolved with the team member's Manager, then it will be referred to the General Manager of **accessible**.

How will accessible process your complaint:

- The Complaints Procedure regarding the actions, processes or decisions taken by **accessible** team members will be available at the request of any person at any time.
- You or your advocate will receive any information that may be relevant to your complaint that has been held by **accessible**.
- All complaints will be documented in full, investigated and any proposed action to be taken documented. An appropriate action plan will be developed by the **accessible** Management Team.

- The results of all investigations and any action to be taken, will be discussed with you or your nominated representative in order to reach a resolution to the satisfaction of all parties.
- A detailed report containing the agreed action plan will be forwarded to you within 1 week of the complaint being lodged with the appropriate **accessible** Manager or General Manager.

The resolution will include:

- Action to be taken relating directly to the complaint.
- A plan of any proposed training measures to prevent a future occurrence.
- Documentary evidence of any policy changes that may be required.

What to do if you are still not happy with the decision, which has been made:

All review, complaint and audit procedures initiated by **accessible** will comply with the Health and Disability Service's Consumer Rights Regulations, 1996.

Please remember: at any stage in the review or complaints process, you are entitled to access the services of an independent advocate as per the Health and Disability Commissioners Act, 1994.

The services of the Health and Disability Commissioner are available to you for the preparation and submission of a complaint to **accessible**.

Please contact the following addresses for more information:

Health and Disability Commissioner
 PO Box 1791
 Auckland
 Phone:(09) 373 1060
 Fax: (09) 373 1061
 Freephone: 0800 112233

Health Advocates Trust (Auckland & Northland)
 P O Box 9983
 Newmarket
 Auckland
 Freephone: 0800 555050

Advocacy Network Services (Lower North Island)
 P O Box 1004
 Palmerston North
 Freephone: 0800 423638

Advocacy Services South Island Trust
 P O Box 1307
 Christchurch
 Freephone: 0800 377766

Contact Details

accessible
P O Box 27804
Mount Roskill

Auckland

Ministry of Health

P O Box 92522

Auckland

Phone: 09 580 9000

Fax: 09 580 9001

ACC

For the appropriate area office, please refer to the Government phone listings at the front of your telephone directory.

The Privacy Commissioner

P O Box 466

Auckland

Phone: 0800 803 909

The New Zealand Health Information Service

P O Box 5013

Wellington

Phone: 04 922 1800

Fax: 04 922 1899

All information in this leaflet complies with the Health Information Privacy Code 1994.

accessible Contact Information

email: info@accessible.co.nz

Freephone: 0508 001 002

Phone: 09 620 1700

Facsimile: 09 620 1702

Address: P O Box 27 804 Mount Roskill, AUCKLAND