



# Review and Complaints Procedure

**accessible has a commitment to provide a fair and professional service to everyone.**

**If you feel that the standard of our service has not met with your expectations, or you are not happy with a decision made by accessible, 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 affect the quality of the services provided to you by accessible now or in the future.**

**This brochure covers:**

**The accessible Complaints Procedure for Ministry of Health and ACC consumers**

**The Review of Decision Procedure for ACC consumers**

**The Review of Decision Procedure for Ministry of Health consumers**

## **accessible Complaints Procedure**

If you are not satisfied with the actions of a team member or the standard of our service provision you can make a complaint at any time.

### **How to make a complaint:**

- You or your advocate can make a complaint either verbally or in writing to **accessible**.

### **Who to make your complaint to:**

- You or your advocate can discuss your complaint with an **accessible** team member, if you feel this is the most appropriate action.
- If you are not comfortable discussing your complaint with a team member or if a satisfactory resolution cannot be achieved, you can contact the team member's Manager.
- The name and contact details of the Manager will be supplied to you or else you can ask the team member to pass your details on to the Manager who will contact you.
- The Manager will talk to you about your complaint, investigate the issues and determine what actions will be taken to achieve a satisfactory resolution for you.
- Where your complaint can not be satisfactorily resolved with the Manager, with your permission and agreement, it will be referred to the General Manager of **accessible**.
- The General Manager will make contact with you to talk about your complaint and determine what actions will be taken to achieve a satisfactory resolution for you.

### **How will accessible process your complaint:**

- **accessible** will acknowledge receipt of your complaint within 5 working days
- **accessible** will talk with you or your advocate to ensure that we fully understand the issues you have so that we can resolve your complaint to your satisfaction.
- All complaints are evaluated in terms of nature, level and gravity to ensure the appropriate action is undertaken
- Your complaint is investigated and documented in full
- An appropriate action plan is developed. The plan may include any proposed training measures or process changes to prevent a future occurrence.
- You or your advocate will be kept fully informed as to the progress of your complaint.
- A response to you or your advocate fully informing you of the outcome of the investigations, any actions to be taken and resolution of your complaint to your satisfaction will be provided within 10 working days of receipt.

### **General Manager review:**

- On discussion and agreement with you or your advocate, a detailed report containing the complaint, and the agreed action plan to resolve your complaint, is forwarded to you within 7 working days of your complaint being investigated by the appropriate **accessible** team member, Manager or General Manager.

Where a complaint remains unresolved, we will talk to you and provide information about alternative services to help you with your complaint.

### **Review of Decision Procedure for ACC Consumers**

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.

### **Review of Decision Procedure for Ministry of Health consumers**

If you are not satisfied with a decision made by **accessible** you can request a review of decision at any time.

Discussing **accessible's** decision with your Equipment and Modification Services or Hearing Aid Services Assessor may be useful to fully understand the issues and how best to proceed.

### **How to request a review of an accessible decision:**

- You, your advocate or your Assessor can request a review of a decision made by **accessible** either verbally or in writing. **accessible's** contact details are included
- You can include any additional information and documentation which you feel is relevant to the review.

### **Who to make your request for review to:**

- You or your advocate can discuss your request for a review of a decision with the relevant **accessible** Professional Advisor or Manager.
- If you are not satisfied with the outcome of the review, you may request a second appeal to the General Manager of **accessible** to complete a review of the team member's decision.
- If you are not satisfied with the result of the second review, the General Manager of **accessible** will forward all documentation to the Ministry of Health EMS Panel for a review of **accessible's**

decision

#### **How will **accessible** process your review:**

- **accessible** will acknowledge receipt of your request for a review of decision within 5 working days
- All documentation which has been forwarded to **accessible** by you or your Assessor will be considered in conjunction with the Ministry of Health guidelines.
- **accessible** may contact the other EMS Provider to ensure nationwide consistency.
- The first review of decision is completed by an **accessible** Professional Advisor or their Manager. The results of the first review and the action to be taken will be forwarded to you or your advocate within 10 working days of the request being lodged with **accessible**.
- If a second review is requested, the General Manager of **accessible** completes a review of the team member's decision. The results of the second review and action to be taken will be forwarded to you or your advocate within 10 working days of the request for a further review
- If a further review is requested, **accessible** will forward all documentation to the Ministry of Health EMS Panel for a review of **accessible**'s decision. The EMS Panel will review the request and provide a decision within 10 working days. The results of the EMS Panel's decision will be forwarded to you or your advocate within 10 working days.

#### **\*What to do if you are still not happy with the outcome or 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 at any time or for the preparation and submission of a complaint to **accessible**.

## **Contact Details**

### **accessible**

**P O Box 27804**

**Mount Roskill**

**Auckland 1440**

**Phone: 0508 001002**

### **Ministry of Health**

**PO Box 5013**

**Wellington**

**Phone: 04 4962000**

### **ACC**

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

**The Privacy Commissioner**

**Phone: 0800 803909**

## **Health and Disability Commissioner**

**PO Box 1791**

**Auckland**

**Phone: 09 373 1060**

**Freephone: 0800 112233**

## **Your local Health & Disability Consumer Advocacy Service:**

**Upper North Island**

**Freephone: 0800 555050**

**Mid and Lower North Island**

**Freephone: 0800 423638**

**South Island**

**Freephone: 0800 377766**

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