

All Clients/Kiritaki matter.

## Complaint or Concern?

At Southern Trauma Centre, we value providing a quality service. If you believe we fall short of that, you have the right to raise a concern or complaint.

You have the right:

- To be treated with respect.
- To have your privacy respected.
- To have your needs, values and beliefs respected.
- To be free from discrimination, coercion, harassment and exploitation.
- To dignity and independence.
- To receive services of an appropriate standard.
- To effective communication
- To be fully informed.
- To make an informed choice and give informed consent.
- To be supported.
- To complain.

If you have a concern or complaint about the service you have received from one of our Southern Trauma Centre team, you are encouraged to let us know.

1. If you feel able, please raise the matter with the team member at the centre of your concern or complaint.
2. At any stage, you can contact the Managing Director, Dr Kay McKenzie, [kay@traumacentre.co.nz](mailto:kay@traumacentre.co.nz) and 027 22 89 747, who will then:
  - Gather your concern or complaint fully.
  - Discuss with you what the next step and also what the ideal outcome would be in your view.
  - Make a plan to support you and to resolve the issue you are raising as satisfactorily for you as she is able to.
3. You have the right to complain to a team member's professional body, such as:
  - The Psychologists Board [complaints@nzpb.org.nz](mailto:complaints@nzpb.org.nz)
  - The NZ Association of Counsellor Ethics Secretary, Ethics Office, PO Box 25287, Wellington 6140; or email [ethicssecretary@nzac.org.nz](mailto:ethicssecretary@nzac.org.nz)
4. Or you have the right:
  - To complain to the Health and Disability Commissioner <https://www.hdc.org.nz/making-a-complaint/complaint-process/>
  - Or seek a Health and Disability Advocate <https://advocacy.org.nz/contact-an-advocate-now/>