

## How to make a complaint

Mahitahi Hauora staff will do their best to ensure the service you and your family/whanau receive is of a high standard, and that you get the professional advice and treatment you require. However, there may be times when you feel the service you received did not measure up to your expectations.

If you are not happy with our service, it is important for you and us that we sort it out. We will ensure that all concerns and complaints received are fairly investigated and resolved.

If you feel comfortable, you may like to raise the concern or complaint with the person who is providing the service to you. Alternatively you can contact: Mahitahi Hauora on phone 09 438 1015 and say you wish to make a complaint.

If you would like assistance or support to resolve your concerns from someone outside of our service, you may wish to contact the FREE local advocacy service:

HEALTH & DISABILITY ADVOCACY SERVICE—phone 0800 555 050  
Or the HEALTH & DISABILITY COMMISSIONER—phone 0800 11 22 33

If we receive a complaint we will acknowledge it in writing and we will give you a full copy of our complaints resolution policy.

We welcome your feedback on our service and will do all we can to ensure we provide a sensitive and professional service.

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**Mahitahi Hauora PHE**, PO Box 1878, Whangārei  
Phone: 09 438 1015 / Fax: 09 438 3210  
Email: [info@mahitahihauora.co.nz](mailto:info@mahitahihauora.co.nz)  
Updated: September 2019



**Mahitahi Hauora**

**YOUR RIGHTS  
CLIENT INFORMATION**

## Your Rights to Privacy

When you receive a service from Mahitahi Hauora PHE staff, you will be asked to provide us with information about yourself. This information may include details about illnesses, injuries, symptoms, background personal information, and information about services you have received from other healthcare providers.

This information is needed:

- To give you the best possible care and treatment
- For administration and service planning
- To monitor quality
- To assist in staff training

Your information will only be used for one of these purposes.

Under the Health Information Privacy Code of Practice, Mahitahi Hauora PHE takes the following steps to ensure that your privacy is both respected and protected:

- We make sure that any information we collect is necessary for one of the reasons outlined above.
- Whenever possible we collect any information we require directly from you as the patient or client; we will usually only collect information about you from somebody else with your permission, or if it is not practical for you to provide the information yourself.

- We are aware of the need to be sensitive about what information we ask for, and how we ask for it, so that we minimize any intrusion upon your personal affairs.
- The supply of information to us is entirely voluntary. However, if all relevant information is not provided, this may mean that your needs are not assessed accurately.
- If information is used for statistics, service planning or research you will not be personally identified.
- We have procedures in place to make sure that any information we collect is looked after properly so that it does not get lost, altered or fall into the wrong hands.
- We will let you see any information that we hold about you on request.
- You have the right to access, see and correct any personal information about yourself. If you believe that any information we hold about you is incorrect, we will take steps to have it corrected; if we believe it is already correct, you have the right to have your statement about what is correct attached to your records.
- Any information we collect about you will be available to others involved in your care and treatment (such as your General Practitioner) and those with special legal entitlement. If you have any concerns about who else will have access to your information please discuss this with a staff member.