

## For more support?

If you are not satisfied with the outcome of the investigation into your complaint, you have the right to take your complaint to an independent agency for review. In this instance, you should refer concerns to the:

### Office of the Health & Disability Commissioner

P.O. Box 1791

AUCKLAND 1140

As a user of health services and under the Health and Disability Act you are entitled to access an independent advocate or advocacy service to support you in raising a complaint.

To access an independent advocate and/or advocacy services you should contact:

### Health and Disability

#### Commissioner's Advocacy Service

0800 555 050 or 07 577 1715

Or

#### Health Consumer Service

07 312 4359 (Whakatane)

SDF 5.1

Ko Putauaki Te Maunga  
Ko Orini Te Awa  
Te Pahitaua Te Papa Whenua  
Ko Ngati Awa Te Iwi  
Mataatua Te Waka  
Ko Toroa te Rangatira

Ko Te Tohu O Te Ora O Ngati Awa  
Te Whanau Whanui



#### Te Pou O Hineahuone

Te Pou Tataiwhakaheke O Hineahuone provides us with the knowledge of and connection between ourselves and others through our kinship ties or **Whakapapa**.



#### Te Pou O Hinetitama

Turangawaewae is the place you call home, your connection through the **whenua** to your place of identity.



#### Te Pou Ihorangi

Te Pou Ihorangi O Papatuanuku represents the **spiritual and cultural** beginnings of whanau originating from the spiritual creator known as Io Matuakore.



#### Te Pou Aoturoa

Te Aoturoa recognises the **world** around us and all of the influences both negative and positive that contribute to our development.



## Want to give us some feedback?



## How to make a complaint, compliment or comment

## Why give us Feedback?

Te Tohu O Te Ora O Ngati Awa welcomes your feedback. Feedback maybe in the form of a complaint a comment or a compliment on the services you or your whanau have received.

Your feedback is important to us as it ensures that our services continue to meet your needs and those of your whanau.

Your feedback also enables us to improve the services we deliver to you and your whanau.

The information provided in this pamphlet sets out ways that a complaint, comment or compliment can be made.

## Ways to make a complaint, comment or compliment....

If you wish to make a complaint, comment or compliment, there are several ways you can do so:

- Speak with a staff member, supervisor or manager in person or telephone our office on (07) 306 0096.

- Complete our "Would you like to tell us something" Form, (a staff member can assist you in completing this form if required) this form is available from all staff members or from all Te Tohu O Te Ora O Ngati Awa Offices. This form can be posted back to us, handed in at Reception or given to a staff member.

- Email us your feedback to:  
[enquiries@nash.org.nz](mailto:enquiries@nash.org.nz)

- Write a letter to:

Te Tohu o Te Ora o Ngati Awa  
PO Box 2076  
Kopeopeo  
Whakatane 3159

## Where to from here?

Where a complaint has been received the following process will be used to resolve this.

- All complaints are referred to Service Managers.
- All complaints are acknowledged by letter or email within 5 working days of receiving the complaint.
- All Complaints will be investigated. You will be advised of the outcome of the investigation into your complaint within 20 working days.
- Where more time is required to complete the investigation, you will be advised that we require more time to investigate the complaint.

