



Bupa Care Services Complaint Process

It is hoped that any concerns you may have can be resolved at the facility with the Facility Manager. Please do not hesitate to bring your concerns to us so they may be addressed.

We value the opportunity to improve our service.

To the Facility

- Complaints may be made to the Facility Manager or any staff member.
- They may be verbal or made in writing. For your convenience complaint forms are located in the reception area of each facility. Alternatively you are welcome to write your own letter.
- The complaint can be posted to the Facility Manager, or placed in the box at reception.
- You are encouraged to meet with Facility Management at any time if you are dissatisfied with any aspect of our service.

To the Company

- Complaints may be made verbally or in writing to :
Quality Assurance Co-ordinator
Bupa Care Services
PO Box 113-054
Newmarket 1149
Auckland
0800 60 80 99

Nationwide Health and Disability Advocacy Service

- Complaints can be directed to the Nationwide Health and Disability Advocacy Service. The free-phone number is: **0800 555 050** or you can contact the service by emailing advocacy@hdc.org.nz
- Local office phone numbers are found in the phone book, or via the website www.hdc.org.nz/advocacy/advocacy

Health and Disability Commission

- Complaints can be directed to the Health and Disability Commission. The contact details are
PO Box 1791
Auckland p/c 1140
Phone: 0800 11 22 33
- A complaint made to Bupa Care Services will be acknowledged in writing within 5 working days of receipt unless resolved to the satisfaction of the complainant within that period.
- We will determine whether the complaint is justified within 10 working days of the written acknowledgement or inform you if more than 20 days is required to investigate the complaint and what the reasons for this are.
- We will endeavour to ensure fair, simple, speedy and efficient resolution of complaints and inform you about progress on the complaint at intervals of not more than a month
- You will be informed of the outcome of the investigation, any identified corrective actions management/staff propose to take and the appeal procedure we have in place.

Appeals

An appeal of a decision or outcome may be made to

- The Quality Assurance Co-ordinator of Bupa Care Services (if the complaint has been dealt with at a facility level and the complainant is not satisfied with the outcome)
- The Nationwide Health and Disability Advocacy Services
- The Health and Disability Commissioners office