

# Feedback/Complaints

We strive to deliver the best possible services at all times and welcome feedback/ suggestions if you feel we could improve on our services or if you have been dissatisfied with the service you have received.

Our practice has a complaints policy and procedure in place that ensures any complaint is dealt with in a fair and prompt manner. We hope it never happens, but if you are unhappy with the service you have received or have concerns please let us know as soon as possible.

There are several ways you can lodge a complaint:

- talk to the Practice Manager
- use our complaints form which is available from reception
- in writing to the Practice Manager
- using the Health & Disability Commissioner Advocacy Service on 0800 555 050
- or complain to the Health & Disability Commissioner on 0800 112 233

We undertake to acknowledge your complaint and indicate what action will be taken, within 10 working days.

You are welcome to bring a support person to any meeting you have at the Medical Centre.

We must follow strict progress timeframes throughout the complaint process.

You can find out more about the process and timeframes by visiting the [Health & Disability website](#).