Making a complaint: What will happen?

**What do I do if I want to complain or are not happy about a service I receive from SRS?**

* You can contact the person working with you

Or

* If you do not feel comfortable you can contact one of the management team through the office

Or

* You are able to contact the Health and Disability Commissioner
* You can complain by phone, email, or in writing it is totally up to you.

**What will happen when I complain?**

* We will listen to your complaint and make notes to help us to work through the complaint, we may ask you some questions to help us to clarify the issue. We will ask you what you would like to have happen as a result of the complaint.
* We will acknowledge your complaint and try to resolve this as quickly as possible.
* One of the management team will be allocated to oversee the management of your complaint and that person will keep you informed of what has happened with your complaint.
* You have the right to have an advocate from Health and Disability Commission to support you through the process.
* We will treat you with dignity and respect at all times.
* Your complaint will be treated with care and discretion and any information you provide will be held in confidence.

**What will you do about my complaint?**

* We will review the complaint and determine if this is justified
* We will try to resolve this as quickly as possible
* We will look at the complaint and work out what areas of our practice we could change to make things better
* We will let you know of the outcome and any changes to practice as a result
* We will also look at all complaints to see if there are any processes we can change to prevent this from happening again

**How do I know that you will manage this properly?**

* We have complaints and the actions that we take reviewed by a panel of consumers to see if what we did was appropriate and the best way to solve the problem.
* We will check with you that the changes we are proposing and solution is satisfactory
* For any complaints that take longer than a week to resolve we will keep you informed regularly

**What do I do if I am not happy about the outcome?**

* You are welcome to provide us with more information
* You are able to contact the Health and Disability Commissioner on [www.hdc.org.nz](http://www.hdc.org.nz) or 04 494 7900 or 09 3731060