

Happy or Unhappy about our Services?

# TELL US

What You Think...

Compliments >> Suggestions >> Concerns >> Complaints

Southern District Health Board is committed to providing quality health care services to the community.

We welcome and need your feedback to assist us in doing this. Providing us with feedback will help us know what we are doing right and where we might improve. Your feedback is important to us and does make a difference.



Please contact us if you have:

- **Compliments** for staff, or volunteers about what they did well.
- **Suggestions** about what we can do better.
- **Concerns** about what we did or didn't do and how we could make our services even better.
- **Complaints** about a disappointment and what you would like to see happen.

# How can you contact us?

- Talk to any of our staff in person.
- Write to us at: Southern District Health Board  
Patient Affairs or Quality, Risk and Education Unit  
Private Bag 1921 PO Box 828  
Dunedin Invercargill
- Or, telephone (03) 214 5738 (Southland) or (03) 470 9534 (Otago) and we can send you out a postage paid feedback form to complete and return to us.
- Call us to provide verbal feedback: (03) 214 5738 (Southland) or (03) 470 9534 (Otago)
- E-mail: [feedback@southerndhb.govt.nz](mailto:feedback@southerndhb.govt.nz)
- Visit our website: [www.southerndhb.govt.nz](http://www.southerndhb.govt.nz)

## What happens after you contact us?

- If you give your contact details we will confirm receipt within five working days. If you do not provide contact details we will not be able to completely investigate your concerns or provide a response.
- Your feedback will be investigated and a response sent to you within twenty working days. If this is not possible, we will let you know and explain why.
- If your complaint is related to another person we will require that person's consent if it is necessary to share any clinical information with you.
- The service or person you complain or raise a concern about will be given a copy of your complaint for comment.
- Your complaint or concern will not in any way affect the care or treatment provided now or in the future for those concerned.
- You can seek free advice at any time from the **Health and Disability Advocacy Service** to help with your complaint. Phone **0800 555 050** or visit [www.hdc.org.nz](http://www.hdc.org.nz)