



Ora Toa Health Services:

Medical Practices:

- Ora Toa Takapūwahia
- Ora Toa Mungavin
- Ora Toa Waitangirua
- Ora Toa Pōneke
- Ora Toa Cannon's Creek Medical & Dental Service

Community Services:

- Ora Toa Community Health Services

Mental Health & Addiction Services:

- Problem Gambling
- Primary Mental Health
- Alcohol & Other Drugs

Disability Services:

- 24hr residential care facilities



ORA TOA

Health & Disability Commissioner:

Complaints

Free-phone: 0800 11 22 33

Email: hdc@hdc.org.nz

Advocacy

Free-phone: 0800 555 050

Email: advocacy@hdc.org.nz

Complaints
process
and
procedure

Ora Toa Primary Health Organisation

Ora Toa PHO is wholly owned by Te Rūnanga o Toa Rangatira Inc (TROTR). It is registered as a charitable entity and is a not for profit organisation. Ora Toa PHO is the only Māori owned and run PHO in the Wellington region.

Our mission is to assist the Porirua and wider communities to be aware of health issues, by providing information, options and choices which will empower Māori and non-Māori to develop and maintain a healthy lifestyle. Ora Toa is committed to working within the bounds of Tikanga o Toa Rangatira.

Ora Toa

Primary Health Organisation

PO Box 50355,
26 Ngatitōa Street,
Takapūwahia
Porirua
(04)237-0110
oratoa@ngatitōa.iwi.nz
www.oratoa.co.nz

Ora Toa

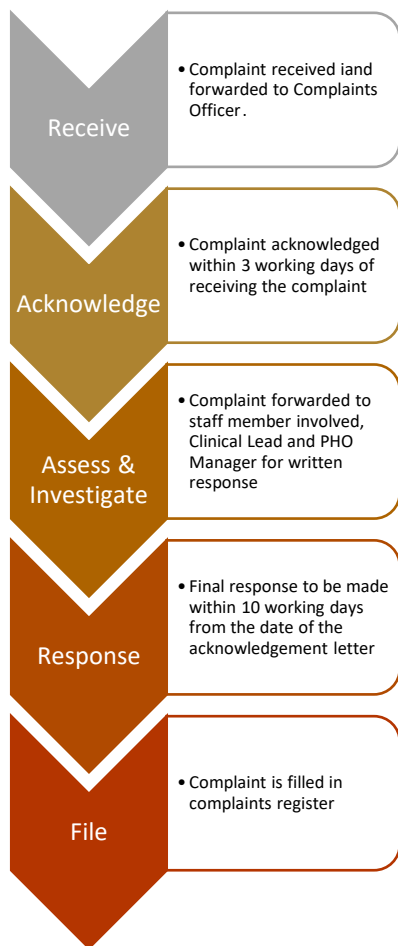
Primary Health Organisation

If you have a complaint...

WE WOULD LIKE TO KNOW ABOUT IT

It is important to us that the services we provide meet the needs of the people we support.

COMPLAINT PROCESS:



All complaints are treated confidentially. Your complaint will only be discussed with the people directly involved. Your complaint will be acknowledged within 3 working days. In most cases the complaint will be referred to the Manager of the area to be resolved directly. We aim to respond to all complaints within 10 working days. If we are unable to respond in that timeframe we will advise you and let you know the reason and an expected completion timeframe.

“Do you have a concern?”
“Tell us!”

What can you complain about?

You can complain about any service or support that Ora Toa PHO provides, or about a breach of your rights such as:

- Respect and privacy
- Fair treatment
- Dignity and independence
- Appropriate standards
- Effective communication
- Information
- Choice and consent
- Support
- Rights during teaching & research
- Your complaints taken seriously

The Health & Disability Commissioner

You can also make a complaint to the Health & Disability Commissioner. There are advocates who can help you to make a complaint, and support you through the complaint process. Advocates are independent, and provide a free service to people using health or disability support services.

Your feedback is essential to our service



HOW TO MAKE A COMPLAINT

The first step is talking about it with a staff member. You will be asked to complete the Complaints Form so the process can commence. Send your complaint to: complaints@oratoa.co.nz



WE WILL

Treat your complaint seriously; try and resolve it quickly and fairly; keep you informed about what we intend to do and how long it will take, if we cannot resolve it within 10 working days; inform you of the outcome.



SUPPORT DURING THE PROCESS

You can have any person as an advocate or support person to help you lay a complaint, or work through a complaint. They can come to any meetings or discussions about your complaint, and can be involved at every stage of the process.

