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## Making a complaint about SRS: 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.
- You can complain anonymously if you would like

### What will happen when I complain?

- Firstly it is important that you do complain or air your concerns, we need to know what the issue is to constantly improve the way we work with clients and your complaint or issue is important for us to know about.
- We will acknowledge your complaint and try to resolve this as quickly as possible.
- 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.
- 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 or a support person to support you through the complaint 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
- We will try to resolve this as quickly as possible

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- 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 SRS will manage this properly?**

- We take complaints, compliments and issue identification seriously. We want to know how we can continuously improve our service delivery and part of this is to understand how an issue occurred that has led to dissatisfaction with service, person, approach. You have our assurance we will listen, investigate, discuss with you any findings and implement any changes required.
- We will let you know what changes we are proposing
- For any complaints that take longer than a week to resolve we will keep you informed regularly of progress.

#### **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