

STANDARDS TO BE MET

Process	Tasks / Standards	Responsibility
Complaint Received	Written: <ul style="list-style-type: none"> Forward all complaints immediately to Complaints Administrator, Administration Support, Quality & Patient Safety, Bay of Plenty District Health Board (BOPDHB). 	Any staff member
	Verbal: <ul style="list-style-type: none"> Document complaint on behalf of complainant and forward to Complaints Administrator, Administration Support, Quality & Patient Safety, BOPDHB with complainant details for immediate follow up. 	
Complaint logged, acknowledged and investigator assigned	<ul style="list-style-type: none"> Enter details into Datix. Datix automatically will set timeframes of 20 working days from receipt of complaint and will send an automated email to designated investigator / Quality & Patient Safety Co-ordinator. Form complaints file. Acknowledge complaint, in writing unless complaint is resolved within five (5) working days from date of receipt. The complainant is informed of their right to the access of an independent advocate. 	Complaints Administrator / Quality & Patient Safety Co-ordinator
Investigation	<ul style="list-style-type: none"> Inform person(s) complaint made against at earliest convenience. Investigate complaint by: <ul style="list-style-type: none"> Referring to the health record (if the complaint is concerned with medical procedure) Discuss with relevant staff Determine who was actually involved Determine who else needs to be involved i.e. CEO, Police, BOPDHB lawyers etc Discuss the complaint with Medical Director / Director of Nursing and the Clinical Director if appropriate Interview the complainant in person if appropriate. Interview staff mentioned in the complaint, or other relevant persons who may have been involved at the time of the event / incident. Determine and document all of the relevant facts. Develop and forward a draft report which determines what parts of the complaint are justified or not from the DHB's perspective and the reasons for the recommendation. Also state what action BOPDHB proposed to take in respect of that complaint. 	Investigator / Quality & Patient Safety Co-ordinator
Investigation continued	<ul style="list-style-type: none"> Send letter to the complainant covering: <ul style="list-style-type: none"> If more time is needed, explain why and when a final response is expected to be completed. Proposed actions taken and / or to be taken 	Investigator / Quality & Patient Safety Co-ordinator

 <p>BAY OF PLENTY DISTRICT HEALTH BOARD HAUORA A TOI</p>	COMPLAINTS MANAGEMENT - PROCESS	Policy 1.3.1 Protocol 1
COMPLAINTS MANAGEMENT PROTOCOL		

Process	Tasks / Standards	Responsibility
	<ul style="list-style-type: none"> - Apologies if wrongdoing is found. - The appeal process • Ensure all documentation is uploaded and actions / progress / investigation details etc entered into Datix. • Make recommendation as to further action required and / or manner of resolution. 	
Complaint Resolution	<ul style="list-style-type: none"> • Quality & Patient Safety Co-ordinator to send final response letter to complainant detailing outcome of investigation / apology etc and upload to Datix. • Notify Complaints Administrator when file closed and enter closing details / investigation into Datix. • Complaints Administrator to review and close file in Datix. • Complaints Administrator file to be stored in lockable storage area. 	Investigator / Quality & Patient Safety Co-ordinator / Complaints Administrator

REFERENCES

- Health Information Privacy Code 1994 and amendments
- Code of Health and Disability Services Consumers' Rights (Regulations 1996) and amendments.
- Health Customer Service, Consumer Rights (Regulations 1996) and amendments.
- New Zealand Bill of Rights 1990 and amendments.
- International Standards ISO 10002 Quality management – Customer satisfaction – Guidelines for complaints handling in organisations

ASSOCIATED DOCUMENTS

- Bay of Plenty District Health Board policy 1.3.1 Complaints Management
- Bay of Plenty District Health Board policy 1.3.1 protocol 0 Complaints Management - Standards
- Bay of Plenty District Health Board policy 3.50.02 protocol 9 Investigation Process
- Bay of Plenty District Health Board policy 3.50.02 protocol 15 Disciplinary Process
- Bay of Plenty District Health Board policy 2.1.4 Incident Management

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Protocol Steward: Manager, Quality & Patient Safety	Authorised by: GM Governance & Quality	