
COMPLAINTS PROCEDURE

The Leeston Medical Centre acknowledges the rights of the patient outlined within the Health & Disability Commissioners Code of Rights. We aim to provide a high-quality, professional service for all patients at all times.

If you have any complaints about the treatment or service you have received from us, we would like to know. We encourage you to provide full details of your complaint in writing to us as soon as possible so we can fully investigate your complaint.

Please send your concerns to pm@leestonmedical.co.nz

Please include the following details:

- Time and date of incident(s).
- Details of the action, event, process or staff member
- Names of personnel involved (if possible).
- Brief description of the incident(s) that occurred.

Your complaint will be received in confidence and investigated thoroughly in a timely and caring manner. If not resolved within 5 working days, your complaint will be acknowledged in writing and you will be informed of the actions taken as part of the investigation. If we need more time to investigate your complaint, we will advise you of this and the reason.

If you feel that your complaint constitutes serious medical misconduct or you are unhappy with the treatment of your complaint, you may at any time contact:

Health And Disability Advocacy: Call 03 377 7501 or 0800 555 050

‘OR’

Write to The Health and Disability Commissioner
 P O Box 1799
 Auckland

We will strive our best to help you in this matter. Thank you.

Team Leeston Medical Centre.