

PEARSON & HOOKER OPTOMETRISTS COMPLAINTS PROCEDURE

When you use a health or disability service in New Zealand, you have the protection of a Code of Rights. The Code of Health and Disability Services Consumers' Rights provides the following 10 rights:

Right 1

The right to be treated with respect.

Right 2

The right to freedom from discrimination, coercion, harassment, and exploitation.

Right 3

The right to dignity and independence.

Right 4

The right to services of an appropriate standard.

Right 5

The right to effective communication.

Right 6

The right to be fully informed.

Right 7

The right to make an informed choice and give informed consent.

Right 8

The right to support.

Right 9

Rights in respect of teaching or research.

Right 10

The right to complain.

Our aim is to investigate any complaint in an efficient, effective, timely & professional manner to the mutual satisfaction of both the client and the service provider and if appropriate, take action to ensure the situation does not arise again.

Every client or patient, family member or caregiver or their authorised representative, and (in unusual circumstances) another agency, has the right to complain in any form appropriate to them. A complaint may be received in any form, including written, phone, email, text or verbally.

More information about your Rights can be found on the Health & Disability Commissioner website www.hdc.org.nz

PEARSON & HOOKER OPTOMETRISTS COMPLAINT FORM

Please use this form for verbal complaints which cannot be resolved immediately.

Patient/Client	Name of Person Making Complaint if not Patient
Name:	Name:
Address:	Address:
Phone:	Phone:
Date of Birth/NHI:	Relationship to Patient:

Details of Complaint:

Complaint taken by: _____
(Name of Staff member)

Date: _____