



**St John**

Here for Life

## Complaint Management Procedure

<b>1. Purpose:</b>
1.1 This procedure outlines the actions and responsibilities that will be undertaken to effectively manage all complaints made to St John by customers, patients and/or the general public.
<b>2. Guiding principles:</b>
2.1 St John takes all complaints seriously, and believes that everyone has the right to make a complaint and for everyone concerned to be treated courteously and with respect, and given a full and fair hearing.
2.2 St John is committed to the fair, simple, speedy and efficient resolution of complaints in accordance with the Code of Health and Disability Services Consumers' Rights.
2.3 St John recognises that investigations must be confidential and undertaken in good faith. Transparency, combined with an understanding and application of the Privacy Act is paramount, and the ability to investigate without bias and maintain objectivity is essential.
2.4 St John will use outcomes arising from complaints as an opportunity for learning and implementation of quality improvement processes.
<b>3. Procedure:</b>
<b>3.1 Complaint received and recorded:</b>
3.1.1 Patients, customers and supporters can make complaints in person or by phone, written (via post, email), online through the St John main websites - <a href="http://www.stjohn.org.nz">www.stjohn.org.nz</a> and <a href="https://youth.stjohn.org.nz/">https://youth.stjohn.org.nz/</a> , social media (Facebook and Twitter) and to any person within St John.
3.1.2 Once received, all complaints will be recorded and forwarded on to the most appropriate team within St John. Complaints relating to coronial enquiries or Health and Disability Commission complaints will be forwarded to the Head of Patient Safety and Quality.
3.1.3 Complainants will receive an acknowledgement letter or email within five working days of receipt of their complaint advising them of St John's complaint process and timeframes, unless their complaint was satisfactorily resolved in the interim.

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3.1.4 An outcome or further update letter will then be sent within a further 20 working days.

### 3.2 Investigating complaints:

3.2.1 The complaint will be investigated, and the outcome communicated to the complainant within 20 working days.

3.2.2 In some instances, where the investigation requires longer than the 20 working days, we will communicate new timelines and the reasons for them.

### 3.3 Closing a complaint:

3.3.1 Once an outcome has been reached, and the decision communicated to the complainant, the complaint will be closed. However, if the complainant advises St John that they are not satisfied with the handling of the complaint or the complaint outcome, the complaint will be re-opened. It will then be further investigated by an appropriate person or persons not directly involved in the original investigation.

3.3.2 In the event of a re-investigation, we will follow the same steps as investigating complaints – 3.2.1 and 3.2.2 through to final closure.

## 4. Consumer rights:

4.1 As a provider of health and disability services, St John is committed to upholding The Code of Health and Disability Services Consumers' Rights. For more information about The Code of Rights or to contact your local Health and Disability Advocacy Service, free phone 0800 555 050, or email [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz). This service is free and independent.

## 5. Definitions:

5.1 **Complaint:** Is an expression of dissatisfaction arising from a St John product or service, or related matter including unsafe, unexpected incidents experienced by any person utilising St John services. Information on complaint types and trends are important sources of data that feed into St John's continuous quality improvement effort.

5.2 **Complainant:** A customer, patient or any other person making a complaint.

5.3 **Reportable event:** Any clinical incident or event that could have or did cause harm to a patient, consumer or staff member.