

Consumer Feedback, Compliments and Complaints

If you would like to give feedback, have a compliment or a complaint about a service or the care that you or a family member received at Hawke's Bay District Health Board (HBDHB), please let us know. While we try to get it right, sometimes this is not the case. We welcome all constructive feedback because without it we cannot continually improve our services or share positive stories with staff.

I have a concern, what should I do first?

You can either speak to those providing your care, or the Clinical Nurse Manager on the ward or clinic where you are being treated. That staff member will try to resolve the matter straight away. If you feel uncomfortable talking to these people, or you are not satisfied with their response, please contact our Consumer Engagement Team.

Complete the feedback form (available in wards, villas and receptions)

Complete the online feedback form www.ourhealthhb.nz/health-services/feedback

Email: feedback@hbdhb.govt.nz

Mail: Consumer Engagement Team, HBDHB, Private Bag 9014, Hastings 4156

Phone: (06) 878 8109 - the call centre operator can record your complaint.

Or ask to speak with the Complaints Advisor or Consumer Engagement Administrator.

If you feel you need further assistance in dealing with your complaints/concerns you may contact Nationwide Health & Disability Advocacy Service, PO Box 819, Napier 4140, phone (06) 835 1640

Complaints Process

We will acknowledge receipt of your complaint within five working days. Our Services do their best to respond as quickly as possible, usually within 20 working days. If we think it will take longer, we will let you know.

If you are not happy with the outcome of the complaint, you can raise your concerns with the Health and Disability Commissioner (HDC) phone: 0800 112 233