



WBOP PHO Formal Complaints Form

Please use this form to submit a formal complaint via the Western Bay of Plenty Primary Health Organisation (WBOP PHO). Once a formal complaint is lodged it will follow our complaint procedure process. Receipt upon receiving the complaint will be sent within 24 hours via your preferred communication method. We will adhere to confidentiality protocol throughout this process.

Before making this complaint, we encourage you to check you have completed the following steps:

1. Reached out to the party involved to seek a resolution directly.
2. Gathered any relevant information or evidence to accompany your complaint.
3. Considered what the desirable outcome is for this incident.
4. Engaged with an Advocacy Service to support you in the complaints process.

If you wish to engage with an Advocate Service:

The Nationwide Health and Disability Advocacy Service (the Advocacy Service) offers free, independent, confidential advice and support to help you resolve issues with health and disability services. The role of advocates in complaint resolution is to assist consumers to identify what is needed to achieve resolution, and then to support them in their chosen actions.

To find an Advocate in Tauranga - Telephone (07) 577 1715

See more about the Advocacy Service online: <https://advocacy.org.nz/>

To lodge your Complaint with the WBOP PHO complete the following information:

Date* _____

Name* _____

Phone number* _____

Email* _____

How would you like to be contacted? *(You may choose multiple methods)**

By Phone

I do not want to be contacted by WBOP PHO

By Email

(please note - if you tick this, your complaint will be noted and fed back to relevant party, but no follow-up will occur)

Approved by: Kiri Peita – *on behalf of Continuous Quality Improvement Team (CQIT)*

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Date of Incident*:

Approximate Time of Incident:

What are the details of your complaint? Please be as specific as possible. *

What outcome are you seeking? What would you like the WBOP PHO to do to help resolve this? Please be specific. *

Any Other Comments/ Questions.

If you have any gathered items of evidence or information to accompany your complaint, these can be submitted via email to: complaints@wboppho.org.nz

Contact

Email: Complaints@wboppho.org.nz
Phone: (07) 577 3190

This Form may also be mailed to:
Complaints Officer
Western Bay of Plenty Primary Health
Organisation
PO Box 13225, Tauranga 3141