



# MANU ORA

## Feedback and Complaints

Your hauora | wellbeing is important to us, and we aim to always deliver the best possible care.

We welcome feedback, whether it be positive, suggestions on ways we could improve, or if you are unsatisfied with your care.

At Manu Ora we make sure complaints are dealt with fairly, and used as learning for our rōpū | team, so if you are unhappy with the care you have received or have concerns, please let us know as soon as possible.



You can share your feedback or raise your concerns by:

- talking to the kaimahi | staff member you dealt with
- talking or writing to our Kaiwhakahaere | Practice Manager
- using our complaints form which is available at reception
- using the Health & Disability Commissioner Advocacy Service on 0800 555 050 (where Māori advocates are also available to support you)
- contacting the Health & Disability Commissioner on 0800 112 233

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If it is a complaint you are sharing, we will acknowledge receiving your complaint within 10 working days, and let you know what action we will take.

You are welcome to bring a support person to any meeting you have at Manu Ora.

You can find out more about the formal complaints process and timeframes by visiting the Health & Disability website.

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Kaiwhakahaere | Practice Manager  
Manu Ora  
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