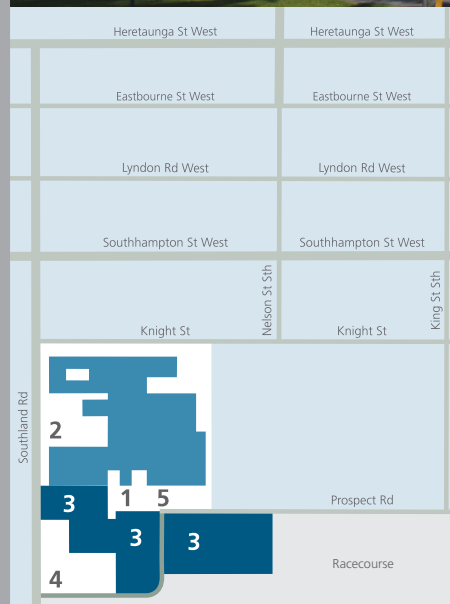


## SPECIALISTS

- If your complaint is about the services or care of your surgeon or anaesthetist, then the complaint should be lodged directly with them.
- We are not responsible for the conduct of the specialists. They are independent practitioners and are responsible to their professional associations and the Medical Council of New Zealand.

The Health and Disability Commissioner provides a free advocacy service. The local advocate can be contacted for an appointment at your home or their office.

The telephone numbers are:  
Napier (06) 835 1640, or 0800 555 050



Our address is  
**500 Southland Road,  
Hastings**

- 1** Hospital entrance from Prospect Road
- 2** Hospital entrance from Southland Road
- 3** Hospital carparks
- 4** Entrance to carpark from Southland Road
- 5** Entrance to carpark from Prospect Road

P +64 6 873 1111 F +64 6 873 1112  
E [hospital@royston.co.nz](mailto:hospital@royston.co.nz) W [www.royston.co.nz](http://www.royston.co.nz)  
500 Southland Road, Hastings 4122, New Zealand

## COMPLAINTS

Your guide to the process



# PATIENT INFORMATION

## AS A PATIENT AT ROYSTON HOSPITAL YOU HAVE THE RIGHT TO

- Respect
- Fair treatment
- Dignity and independence
- Appropriate standards of service
- Effective communication
- Information
- Informed choice and consent
- Support
- Participating in teaching and research
- Complain

## IF YOU WOULD LIKE TO MAKE A COMPLAINT ABOUT SOMETHING THAT HAPPENED TO YOU WHILE AT ROYSTON HOSPITAL

- You may do so yourself
- Your family/whanau or friends can do it for you
- An independent advocate can do it on your behalf

## YOU CAN MAKE THE COMPLAINT BY

Speaking to any of the following people

- Your Nurse
- The Team Leader
- The General Manager
- Your Specialist
- Providing written feedback on your Patient Questionnaire

## Writing a letter to the

General Manager  
Royston Hospital  
500 Southland Road  
Hastings 4122

Sending an email to the General Manager  
[hospital@royston.co.nz](mailto:hospital@royston.co.nz)

## WHEN THE COMPLAINT HAS BEEN RECEIVED

- We will commence an investigation
- We will acknowledge your complaint in writing within 5 working days
- We will try to complete our investigation within 10 working days
- If it takes longer, we will keep you informed of progress

## THE INVESTIGATION WILL BE CARRIED OUT BY A SENIOR STAFF MEMBER AND WILL INCLUDE

- Reviewing all your notes
- Checking the accuracy of all the information provided
- Talking with everyone concerned, including yourself
- Respecting your privacy
- Making every attempt to resolve the issue
- Helping you through the complaint process