



## We Welcome Your Feedback

We always strive to give you the best service and we're committed to finding ways to improve. If you have a comment or a concern about the care you or a family member received during a HouseCall, let us know.

Even though we may not be able to turn back the clock, there may be something we can do to help put it right.

### How to give feedback

1. **Contact us directly.** Email [contact@housecall.co.nz](mailto:contact@housecall.co.nz) to confidentially share your feedback, or
2. **Alternatively**, if you don't feel comfortable contacting us directly, you can submit a short **online form** to share your feedback confidentially with a central clinical advisory team.

### What we will do

Once we have received your feedback, we will:

- Confirm within 5 working days that we've received it (unless it's resolved)
- Keep you updated on what happened and what we did within 10 working days
- Keep you updated every 4 weeks if it's a bigger issue (20+ days)
- Treat your feedback seriously
- Protect your privacy

### Alternative Public Feedback Services

If you contact us to give feedback and don't feel satisfied with the response you get, then you can also contact either of these public services:

1. **The Health and Disability Commissioner** (HDC) on 0800 112 233 or follow their process outlined on their website. The HDC is an independent agency that promotes and protects the rights of those who use health and disability services.
2. **The National Health and Disability Advocacy Service** and follow their process online.

