

28 March 2022

s 9(2)(a)

By email: s 9(2)(a)
Ref: H202203310

Tēnā koe s 9(2)(a)

Response to your request for official information

Thank you for your request under the Official Information Act 1982 (the Act) to the Ministry of Health (the Ministry) on 25 February 2022 for information regarding the Ministry's complaint process. I will respond to each part of your request in turn.

1. Policy/procedures/guidelines for complaining directly to the ministry of health (about the ministry of health):

The Ministry encourages anyone who has a concern or complaint about the Ministry's funded service provider or disability supports, to first speak to the organisation who supports them or their managers. Often issues can be resolved straight away. Whether people make a complaint in person, in writing or anonymously, the service provider must deal with the complaint.

However if people feel unable to make a complaint to the organisation that provides the disability support services, or if they want to take their complaint further they can complain to the Ministry of Health using one of the options outlined on the Ministry website:
www.health.govt.nz/your-health/services-and-support/disability-services/disability-support-complaints-and-feedback/how-make-complaint.

Complaints can also be made to the Health and Disability Commissioner (HDC) if people do not want to make a complaint to the Ministry. The complaint process for HDC can be found on their website on the following link: www.hdc.org.nz/making-a-complaint/.

2- Number of complaints received last year about your contractor Whakarongorau Aotearoa (in regard to them providing the healthline/covid healthline service)

The Ministry captures formal complaints about services or providers that we fund if those complaints are received formally through the process as outlined as in question 1.

Whakarongorau Aotearoa provides a number of services under the National Telehealth Services Agreement, including Healthline, National Poisons Centre, Emergency Triage, Earlier Mental Health Response as well as numerous COVID-19 related telehealth services supporting contact tracing as well as those isolating at home with COVID-19 through the Care in the Community Programme. The complaints across these services are reported annually through the Annual Plan but are not broken down by service. The Ministry recently published the current

National Telehealth Service (NTS) 2021/22 annual plan on the NTS webpage, which includes the 20/21 performance measures. This can be found on the following link:

www.health.govt.nz/our-work/national-telehealth-service.

3. The complaints procedure/guidelines/policy for your contractor Whakarongorau Aotearoa:

Whakarongorau Aotearoa operates under the National Telehealth Service Agreement which sets out requirement for Complaints management under section 7 of the publicly available document:

www.health.govt.nz/system/files/documents/pages/nts_agreement_for_services_with_redactions.pdf.

I trust this information fulfils your request. Under section 28(3) of the Act, you have the right to ask the Ombudsman to review any decisions made under this request. The Ombudsman may be contacted by email at: info@ombudsman.parliament.nz or by calling 0800 802 602.

Please note that this response, with your personal details removed, may be published on the Ministry of Health website at: www.health.govt.nz/about-ministry/information-releases.

Nāku noa, nā

A handwritten signature in black ink, appearing to be 'Mark Powell', written in a cursive style.

Mark Powell

**Group Manager. Community Health System Improvement & Innovation
Health System Improvement and Innovation**