

# COVID-19

## COVID-19 Public Health Response Amendment Act (No 2) 2021

November 2021

### Fact Sheet 8: Managed Isolation and Quarantine – complaints process

#### Previous state

Previously, if you are in Managed Isolation and Quarantine (MIQ) or intending to enter MIQ, and your expectations are not being met, you could raise your concerns with the Facilities Manager or Wellbeing Coordinator at your facility. There were specialist staff onsite that can deal with a variety of issues including your health and wellbeing. If your concern was not resolved, or you were not currently in a managed isolation or quarantine facility and wish to make a complaint, you could go through the MIQ Complaints Process.

The MIQ Resolutions Team would investigate your complaint or if it was more appropriate your complaint may have been referred to another organisation like the Ministry of Health or the New Zealand Defence Force. You would be advised of the decision about your complaint and the reasons for the decision, usually within 5 days. If you were not happy with the decision or the process, you could escalate the issue to the Ombudsman or the Privacy Commissioner.

#### What has changed?

Even though MIQ operates a complaints process and reviews decisions as appropriate, there was previously no obligation in the COVID-19 Public Health Response Act for MIQ to have a complaints process in place. Therefore, we have made some changes so that it is clear that a complaints process must be in place and ensuring your rights will be recognised in law. The detail of the complaints process is not in the Act but can be found on the MIQ website. More information about the whole process, including how to make a complaint can be found by clicking on this link: [www.miq.govt.nz/about/contact-us/complaints-procedure](http://www.miq.govt.nz/about/contact-us/complaints-procedure)

#### How will this impact you?

These changes will not affect the way you make a complaint, or the way in which we respond to your complaint. If you are in managed isolation or a quarantine facility or intending to enter MIQ, you will still be able to make a complaint either to your Facilities Manager or Wellbeing Co-ordinator, or through the more formal complaints process on the MIQ website. You will also still be able to have a Resolutions Team decision, or a process that you disagree with looked at by an independent organisation like the Ombudsman or the Privacy Commissioner. These changes will make sure that we remain committed to a fair, simple and speedy resolution for your complaint.

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## Want to know more?

For further information about the **COVID-19 Public Health Response Amendment Act** visit the Ministry of Health **website**.

To get a copy of the Act, visit the **Legislation website**.