

Top tips for resolving complaints

**There will always be complaints and feedback
– it's how you respond that matters.**

- ▶ Complaints about your service can be a sign that you may need to look at your processes to see if there are ways you can improve the care you provide.
- ▶ It may not always be easy for residents and their whānau to provide feedback or complain, so it's important that you take time to listen when they raise concerns.
- ▶ All staff should be familiar with the *Complaints management policy* and what to do if concerns are raised by residents or whānau
- ▶ Make sure residents and whānau know how to provide feedback from the start of their care with you
- ▶ Encourage feedback to maintain and strengthen relationships between you and your residents and their whānau
- ▶ Encourage residents to raise concerns early on so you can reach a resolution before things escalate
- ▶ Address issues promptly before they become more significant. Your initial response will have the greatest impact on the eventual outcome
- ▶ Nominate the most appropriate person to handle the complaint, eg, a nurse manager
- ▶ Actively involve the resident and their whānau. Their needs and preferences must always come first
- ▶ Listen carefully when residents and whānau raise concerns and repeat them back to check you've understood correctly
- ▶ Make the resident feel safe and reassure them that they won't be punished for complaining
- ▶ Be clear about what you will do to resolve their concerns and how long it will take
- ▶ Apologise when things go wrong and acknowledge the distress caused. This can go a long way towards helping resolve matters and maintaining your relationship with the resident and their whānau
- ▶ Follow up to check that the resident and their whānau are happy with the resolution and process
- ▶ If necessary, refer the resident and their whānau to advocacy support, the local DHB Portfolio Manager, Disability Support Services at the Ministry of Health, or the Office of the Health and Disability Commissioner

