

MILLHOUSE INTEGRATIVE MEDICAL CENTRE 2013 PATIENT COMPLAINTS

The Millhouse Integrative Medical Centre endeavours to provide quality medical care. However we realise that there may be times when you are dissatisfied with the service received. If this occurs and you feel your grievance should be heard you may address your complaint in writing to the:

**Practice Manager
Millhouse Medical Centre
128 Millhouse Drive
Howick**

PRIVATE AND CONFIDENTIAL

In your letter to the Practice Manager please include the following details:

- Time and date of incident(s).
- Medical Centre personnel involved.
- Brief description of the incident(s) that occurred.

Your letter of complaint will be received in confidence and investigated. Your letter will be acknowledged in writing and you will be informed on the action taken following the investigation. For your convenience you may wish to use the reverse side of this form.

If you feel that your complaint constitutes serious medical misconduct you may contact the:

**Health and Disability Commissioner
P O Box 1799
Auckland**

Thank you

