

500 Māori Women Campaign Complaint Management Guideline

1. Overview

Purpose

The purpose of this document is to guide the complaints management process for the **500 Māori Women Campaign** which aims to improve equity in breast screening for Māori women.

Intent

To ensure all complaints and queries received are managed at all times in accordance with the overall BSA National Policy and Quality Standards and relevant Complaints Management Policies for the three participating metro-Auckland DHBs.

Scope

This document applies to all consumer complaints that relate to the 500 Māori Women Campaign.

This document does not apply to complaints relating to other activities of BSA outside of this project.

2. Receiving Complaints

Complaints may be made by GPs or women to a range of organisations including BreastScreen Aotearoa , the National Screening Unit, the Ministry of Health, DHBs, Primary Care or PHO.

All complaints (verbal/letter/telephone/email) received should be logged and include the following information:

- Complainant name and contact details
- Nature of complaint
- Date and time
- Outcome (if able to be resolved)
- Referral contact if the complaint was referred to another party.

Queries or complaints that cannot immediately be resolved should be directed to the relevant BSA Lead Provider via the BSA 0800 number who will record and manage the complaint in accordance with the Programme National Policy and Quality Standards.

<https://www.nsu.govt.nz/system/files/page/breastscreen-aotearoa-national-policy-and-quality-standards-2013-dec2016.pdf>

All complaints must be logged and reported via email to the project manager who will maintain a master register.

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3. Anonymous Complaints

A complaint is regarded as 'anonymous' when the complainant does not want to be identified for a variety of reasons. However the complaint still needs to be **logged and allocated** following the process in section 2. The responsible owner is then required to investigate and advise the project manager of the outcome.

4. Complaints relating to matters outside of this project

Complaints relating to matters outside of this project will be referred to the BSA Lead Providers in the first instance. They will manage the complaint or refer it to the most appropriate agency in accordance with their usual practice.

5. Managing Queries

Where queries are able to be resolved without referral to the BSA Lead Provider they still need to be **logged** and sent to the project manager for registration.

6. Tracking of Complaints

500 Maori Women Campaign Complaints Register

The Project Manager will maintain the master complaints register for the project and report to the project team who will decide any action that may be required re alterations to the project. Complaints received by WDHB to the address below will be managed as per the DHB complaints policy, including timeframes.

feedback@waitematadhb.govt.nz

The **following stages** of a complaints management process are recorded on the register.

- Receipt
- Acknowledgment
- Interaction with the complainant e.g. regarding resolution or escalation
- Response sent & complaints closed
- Any other relevant update

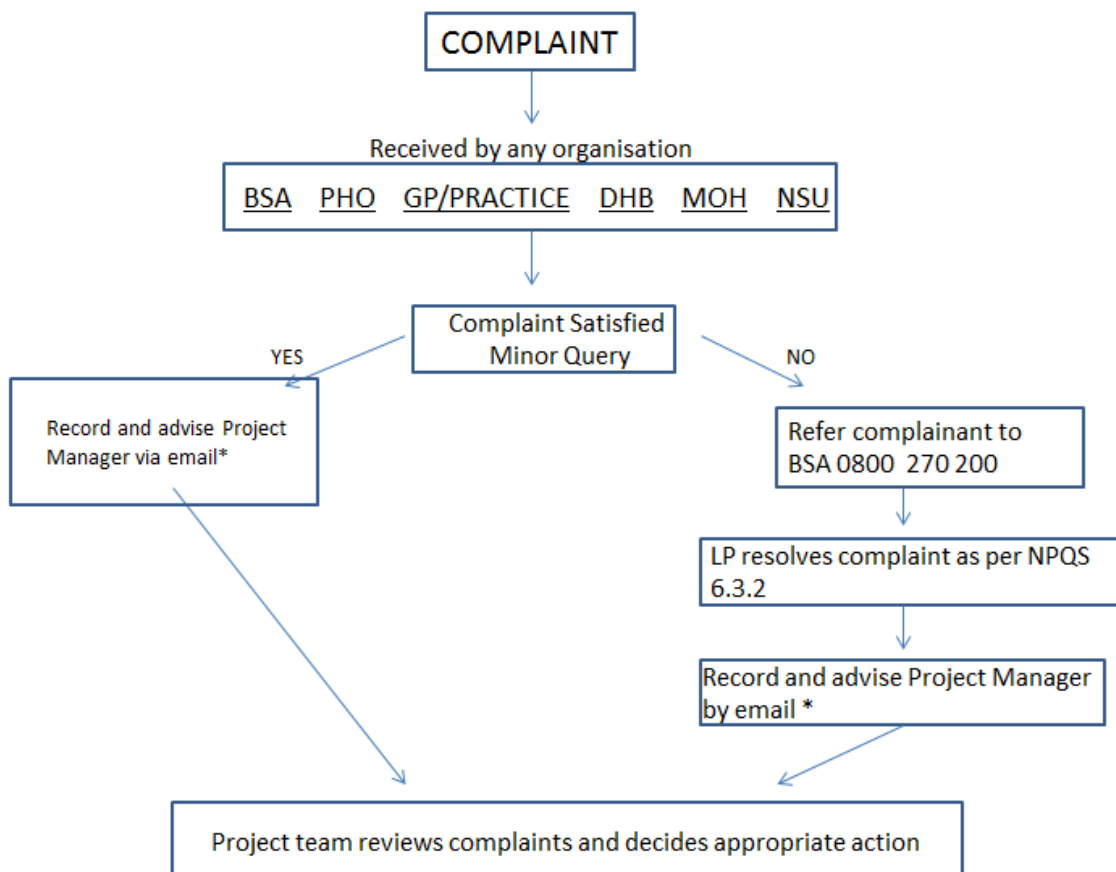
All interactions with the complainant should be recorded by the receiver and advised to the project manager

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7. Complaints Repository

The 500 Māori Women Campaign complaints register contains the records of all complaints received and processed by the receivers from receipt through to resolution.

8. Flowchart



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