



CHRIST'S COLLEGE
CANTERBURY

Medical Complaints Policy

Responsibility for Policy:	Deputy Principal
Approving Authority:	Executive Principal
Applies to:	Students & Parents
Last Review Date:	August 2023
Next Review Date:	September 2024

PURPOSE:

Christ's College is committed to the identification, follow up and satisfactory resolution of medical and nursing care complaints received, and to ensure that boys and their parents are aware of the procedures/processes that are in place to lodge a complaint.

DEFINITION:

A feeling of resentment or injustice at having been unfairly treated. A real or imaginary grievance carrying resentment and regarded as grounds for complaint.

PROCEDURES AND GUIDELINES:

- Boys and their parents are made aware of the process if they wish to make a complaint. (Refer Process 1).
- Written receipt and acknowledgement of a complaint must follow legislative requirements relating to the Health and Disability Act 1994. (Refer Process 2).
- Review and investigation of a complaint must occur to ensure accuracy of details with feedback to the patient. (Refer Process 3).
- The complaint will be fully investigated by the appropriate staff and where appropriate action is targeted to remedying the cause of the complaint.
- The complainant will be informed of the outcome of any complaint. (Refer Process 3).
- There may be an appeal by the complainant if the resolution of the complaint is not acceptable.
- Documentation related to complaints is stored for five years then securely disposed of.

LEGISLATIVE REFERENCES

Code of Health and Disability Services Consumers' Rights Regulations 1996

Health and Disability Commissioner Act 1994

Health Information Privacy Code 2020

Process 1 - Relating to acknowledgement of a complaint

- Every parent or boy has the right to make a complaint about staff members or medical and nursing care services received in any form appropriate to the patient
- Every parent or boy may make a complaint to the individual or individuals providing a service.
- A parent or boy may make a complaint about a provider to any person authorised to receive complaints about that provider.

That person could include

- the Executive Principal, Housemaster, DFO, Matron, nursing staff or school doctor
- An independent advocate provided under the Health and Disability Commissioner Act 1994
- The Health and Disability Commissioner

(The parent or boy will decide the most appropriate to whom to send the complaint)

Process 2 - Relating to acknowledgement of a complaint

- Christ's College will facilitate acknowledgement of a complaint, and facilitate the fair, speedy and efficient resolution of complaints.
- The complaint must be acknowledged in writing within five working days of receipt, unless it has been resolved to the satisfaction of the patient within that period.
- The school must inform a complainant about the progress relating to the complaint at intervals of not more than one month.
- The parent or boy is informed of any relevant internal and external complaints procedures including the availability of,
 - Independent Advocates provided under the Health & Disability Commissioner
 - The Health and Disability Commissioner
- The parent or boy's complaint and the action of the provider regarding the complaint are documented.
- The parent or boy will receive information held by the provider that is or may be relevant to the complaint being investigated.

Process 3 - Relating to review of complaint and feedback to the patient

- The complaint must be reviewed so that it can be checked firstly by the complainant for accuracy of details.
- All facts must be verified as accurate and complete.
- The person receiving the complaint must feel confident that he/she is clear about all details.
- Within ten working days of giving written acknowledgment of a complaint, Christ's College will:

Decide whether to accept the complaint is justified

Or

Does not accept the complaint is justified

If a decision is made that more time is needed to investigate the complaint:

- Determine how much additional time is required, and
 - If that additional time is more than 20 working days, inform the patient of that duration and of the reasons.
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- As soon as possible/practicable after the school decides whether or not it accepts that a complaint is justified the patient must be informed:
 - The reason for the decision.
 - Any action proposed to be taken.
 - Any appeal procedure the school has in place.

Process 4 - Relating to an appeal procedure

PROCESS

- A parent or boy who does not accept the school's decision in relation to a complaint may appeal, by writing to the Executive Principal.
- The Executive Principal will manage the appeal procedure.

Process 5 - Further support

The Nationwide Health and Disability Advocacy Service offers free, independent, and confidential advice and support to help resolve issues with health and disability services.