



# Let's find a solution

Let us know if you have a problem and we'll work with you to resolve your concerns.

# Table of contents

Our commitment to you and your family	2
Your rights as a Summerset resident	3
How to make an informal complaint	4
How to make a formal complaint	5
When a complaint is not resolved to your satisfaction	6
Contact us	7

We want to provide you with the best service but sometimes we may fall short of your expectations.

Summerset is committed to resolving your concerns as quickly and fairly as possible.

## Our commitment to you and your family

- 1.** We are committed to treating every complaint seriously, whether made in writing, verbally or in person.
- 2.** We are committed to dealing with, and responding to, complaints in a sensitive, timely, objective and professional manner that gives consideration to cultural, religious and spiritual needs.
- 3.** We give an assurance that continuity of service will be maintained and residents will not be adversely affected by exercising their right to complain.
- 4.** We are committed to an open process and will recognise complaints received from a resident's extended family and friends, and the wider community.
- 5.** We will adhere to the procedures detailed in this booklet and do our best to respond within the timeframes indicated.
- 6.** While some complaints can be resolved quickly, more complex complaints may require further investigation and a longer time to resolve. In this case, Summerset undertakes to keep you informed of any delay in responding to your concerns.
- 7.** If a complaint is about your Occupation Right Agreement, any proposed action will be suspended until the complaint is resolved.
- 8.** We recognise a complainant's right to seek independent advice or refer their complaint to an outside agency (e.g. Summerset's statutory supervisor or the Health & Disability Commissioner).

This is an overview of our policy only. Please ask your Village Manager for the full policy if you wish to read it. Village residents can access a copy in the residents' library.

# Your rights as a Somerset resident

## Your rights as a Somerset care resident

### You have:

1. the right to be treated with respect,
2. the right to freedom from discrimination, coercion, harassment and exploitation,
3. the right to dignity and independence,
4. the right to services of an appropriate standard,
5. the right to effective communication,
6. the right to be fully informed,
7. the right to make an informed choice and give informed consent,
8. the right to support,
9. the right in respect of participation in teaching and research, and
10. the right to complain.

This is an overview of your rights under the Health & Disability Services Rights Regulation 1996 as detailed on the HDC website. [www.hdc.org.nz](http://www.hdc.org.nz)

## Your rights as a Somerset village resident

### You have:

1. the right to services and other benefits promised in your Occupation Right Agreement,
2. the right to information on anything affecting the terms and conditions of your residency,
3. the right to be consulted by Somerset about proposed changes to the services and benefits provided or the charges you pay that might have a material impact on your occupancy or your ability to pay,
4. the right to complain and receive a response within a reasonable time,
5. the right to a speedy and efficient process for resolving disputes,
6. the right to have a support person represent you in your dealings with Somerset or other residents (at your cost),
7. the right to be treated with courtesy and respect by Somerset, our staff and our contractors, and
8. the right not to be exploited by Somerset, our staff or our contractors.

This is an overview of your rights under the Retirement Villages Act 2003 and as detailed on the RVA New Zealand website. [www.retirementvillages.org.nz](http://www.retirementvillages.org.nz)

# How to make an informal complaint

If your complaint can be resolved quickly and does not require a formal investigation and response, or if you would simply like to give us feedback, please feel free to do so by following our process below:

A resident may make an informal complaint by giving feedback on the feedback form, which is located in the Village office or at the Care Centre nurses station. The forms can be handed to any staff member.



If your feedback is a complaint, a staff member will endeavour to fix the problem immediately.



If the staff member cannot resolve your complaint they will pass it to the most senior person on duty to action.



The senior person will resolve your complaint if possible or pass it to the manager for action. If your complaint is not resolved consider the formal complaints process instead.

# How to make a formal complaint

If you feel your complaint is of a more serious or complex nature, please feel free to make a formal complaint to us and we will investigate and respond to you in writing in accordance with our process below.

A resident can make a formal complaint in writing, in person or by telephone to the Village Manager or Nurse Manager.



You will receive an acknowledgement letter within 5 working days from the receipt of your complaint.



A thorough investigation will be then carried out and where possible a meeting with you may be arranged.



After the investigation, you will receive a letter of response from the Village Manager or Care Centre Manager within 20 working days from receipt of your complaint.



If the manager cannot resolve your complaint they may escalate it to the Operations Manager.

# When a complaint is not resolved to your satisfaction

## Care resident complaint

If a complaint from a resident in our Care Centre is not resolved to your satisfaction, you may refer it to the Health & Disability Commissioner on **0800 11 22 33**.

The Commission also funds an independent advocacy service that can be contacted on free phone **0800 555 050** if you would like some advice.

## Village resident complaint

If a complaint from a resident in the Village is not resolved to your satisfaction, you may refer it to our Statutory Supervisor, The Public Trust, on **0800 371 471**.

A Village resident or Summerset may also refer the matter to mediation and/or a disputes panel through the office of the Retirement Commissioner. The Retirement Commissioner publishes information about residents' rights, complaints and disputes procedures.

Phone **04 499 7396** for further information.

Complaints should be addressed through Summerset's formal complaints procedure before any formal disputes are entered into.



# Who to give your formal complaint to:

In the first instance please forward your formal complaint to your Village Manager or Nurse Manager.

If you don't feel this is appropriate, please feel free to forward your complaint to the Operations Manager at the address below.

## **Formal Complaints**

C/- Summerset Head Office

P O Box 5187

Wellington 6140

Email: [complaints@summerset.co.nz](mailto:complaints@summerset.co.nz)