

Your Rights when Receiving a Health or Disability Service

1. **Respect Mana**
2. **Fair Treatment Manaakitanga**
3. **Dignity and Independence Tu Rangatira Motuhake**
4. **Proper Standards Tautikanga**
5. **Communication Whakawhitiwhitinga Whakaaro**
6. **Information Whakamohio**
7. **It's Your Decision Whakaritenga Mou Ake**
8. **Support Tautoko**
9. **Teaching and Research Ako Me Te Rangahau**
10. **Complaints Amuamu**



Arohanui Hospice

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10-02-2025

Quality, Safety & Risk Manager
Arohanui Hospice
PO Box 5349
Palmerston North 4414

PO Box 5349, Terrace End, Palmerston North 4414



Suggestions, Feedback, Concerns and Complaints

Arohanui Hospice is committed to providing quality care and welcomes feedback about our service.

New Zealand
Permit No. 194227

Permit



Suggestions and **general feedback** are most welcome.

Compliments are very much appreciated and are passed on to staff as appropriate.

Concerns provide an opportunity for us to reflect on our services and to make improvements. If you have a specific concern or complaint, it will be addressed through our complaints procedure.

We appreciate you taking the time to give us your feedback

Who is the feedback from? (Preferred but optional)

Name:

Address:

Telephone Number:

Email:

Person your feedback is addressed to (if known):

Name:

Please give us your feedback, compliment or complaint:

There are several ways that you can give us your feedback, including:

- Verbally by talking to our staff or calling us on **06 356 6606** where we will be able to direct you to the most appropriate person.
- Email: feedback@arohanuihospice.org.nz or via our website: www.arohanuihospice.org.nz/contact-us/
- Using the feedback form in this brochure which can be posted to us or placed in the feedback box at reception.

In some cases we may need to contact you to ask for further information. Information you share with us is treated in the strictest confidence. We appreciate your feedback and thank you for your time in communicating with us.

Complaints can also be made to the Health and Disability Commission.