

## **Complaints Management Policy – InForm Physiotherapy Ltd**

Last updated: October 2025

We value your feedback and are committed to providing high-quality care. If you have any concerns or are unhappy with the service you have been provided, please communicate this to us as soon as you are able.

### **1. How to Make a Complaint:**

- Speak to any staff member in person;
- Call us on 04 527 4155
- Email us at [admin@informphysio.co.nz](mailto:admin@informphysio.co.nz) or [g.lynch@informphysio.co.nz](mailto:g.lynch@informphysio.co.nz)
- Write to us at 2 Whitemans Road, Silverstream, Upper Hutt 5019

### **2. What Happens Next:**

- We will acknowledge your complaint within 5 working days
- We will investigate and respond within 10 working days
- If more time is needed, we will keep you updated regularly

### **3. Your Rights:**

You have the right to complain and to have your concerns taken seriously. You can also seek support from:

- Health and Disability Commissioner ([www.hdc.org.nz](http://www.hdc.org.nz))
- Physiotherapy Board of NZ ([www.physioboard.org.nz](http://www.physioboard.org.nz))
- ACC ([www.acc.co.nz](http://www.acc.co.nz))

We aim to resolve complaints fairly, respectfully and promptly. Your feedback helps us improve.