



COMPLAINTS PROCEDURE

NZ HOLISTIC PULSING GUILD INC.

How to make a Complaint

The Holistic Pulsing Guild has a Code of Ethics and Standards of Practice for the professional conduct required of its members. Copies of these may be obtained from the Guild, its members or on the web site (www.holisticpulsing.org.nz).

If you believe the Code of Ethics and/or the Standards of Practice have been breached, then a complaint may be made to the Holistic Pulsing Guild. A breach may be an incident or a general feeling that the practitioner has acted inappropriately. "Inappropriate" means anything that is not relevant or necessary to the treatment or service. Complaints made must be relevant to the Code of Ethics and Standards of Practice only (not of a personal nature).

You may choose to make a complaint directly to the Health and Disability Commissioner on 0800 11 22 33, or at www.hds.org.nz.

What to do

In the first instance you are encouraged to contact the practitioner involved in an attempt to resolve the issue, or at least to notify them of the complaint.

Write down details of the incident with dates, times and names of the relevant people. A complaints form can be found on the Guild website, or from the Guild Secretary if required.

Send a letter (marked confidential) to the Guild Secretary, detailing the incident and what resolution you would like to see. Address: Holistic Pulsing Guild, 5 Havelock Street, Mornington, Wellington 6021.

Or email us on complaints@holisticpulsing.org.nz.

Keep a record of the letter for yourself (the Complainant).

What happens next

The Guild Secretary will acknowledge receipt of your complaint in writing, give a projected time frame for the complaints process and inform the Complaints Team that a complaint has been received.

The complaints process will begin.

The Holistic Pulsing Guild supports full members with current registration through the complaints process. Where the practitioner is not registered, they will be notified of the complaint and encouraged to set up their own supports. The complainant will be notified.

If you are not satisfied with the result of the process, you have every right to take your complaint to the Health and Disability Commissioner (www.hdc.org.nz or 0800 11 22 33)

When a Complaint is Received

The Holistic Pulsing Guild assigns an experienced member to be the complaints person each year. That person, on receipt of a complaint, may assign another member that he/she can work with that he/she feels has the expertise relevant to the particular complaint. He/she may also seek supervision (at the Guild's expense) for support.

The Complaints Team and the Holistic Pulsing Guild Core Group must act fairly and impartially. If any member of the Complaints Team or Core Group feels compromised, they must withdraw from the process. Confidentiality must be maintained at all times.

The process:

1. The secretary will receive a complaint via the post or the assigned Complaints person will receive the email at complaints@holisticpulsing.org.nz.

Any verbal complaint must be written down in detail and sent to the Secretary or Complaints person. The complaints form can be downloaded from the website or the secretary can forward a copy.

2. The Complaints Team will advise the practitioner that a complaint has been made and outline the details. The practitioner can then speak to the incident and write a report outlining their view. At this stage a mentor may be assigned to them for support. Supervision may be recommended.

The Guild supports members who are currently registered practitioners with the Guild through the process. If the member is not currently registered then they need to seek their own personal support. Supervision and mentoring is encouraged (through a private contractual arrangement). The complainant is notified that the Guild has no authority to follow the process and outlines the steps that have been taken.

3. The Complaints Team discusses the issue and communicates as needed between the complainant and practitioner.

4. If no resolution is reached, the Complaints Team contacts the Core Group to discuss the incident and formulates its recommendations. A formal letter to both parties is drafted outlining the recommended course of action. The mentor for the practitioner is also notified so they can receive the relevant support.

5. If action is taken and there is resolution then an incident report is to be written by the Complaints Team and sent to the Core Group keeping the names of the parties confidential.

6. If the action is rejected by the practitioner (after supervision on the issue) then an appeal can be made to the Complaints Team within one month. If there is no agreement between the practitioner, the Complaints Team and the Core Group, then membership of the Guild may be rescinded or any other appropriate action taken. The complainant is informed of the practitioner and the Core Groups responses and informed of the complaints procedure with the Health and Disability Commission (HDC) so they can choose to take the matter further. An Incident Report is written.

7. If necessary, an outside supervisor is contracted to review the process to ensure clarity and offer mediation.

Incident Report

A summary report is written outlining the complaint, the process involved and the outcome.

Any correspondence is attached to the report. Dates and times are noted. These are to be held in a locked file with either the Guild Secretary, the Complaints Team or a senior member of the Guild for a period of 5 years, then destroyed.

HOLISTIC PULSING GUILD NZ Ltd

Complaints Form

In the first instance the complainant is encouraged to contact the practitioner directly to identify the issue and try to resolve this between them. If this is not appropriate or successful then this form is to be used to lay an official complaint.

Date of alleged infringement:

Place of incident:

Those present and their roles:

Nature of Complaint:

What resolution are you seeking?

Signed:

(Please print and sign your name)

Please send to: Holistic Pulsing Guild (NZ) Inc
5 Havelock Street
Mornington
Wellington 6021

Or email (with scanned or photo copies of relevant documents) to
complaints@holisticpulsing.org.nz

You will be notified by email within 7 days on receipt of your complaint of the expected time frame the process will take. Please refer to the Guild's complaint process on our web site www.holisticpulsing.org.nz.

Code of Health and Disability Services Consumer's Rights: Summary

Rights of Consumers and Duties of Providers:

Right 1 Right to be treated with respect

Every consumer has the right to be treated with respect, to have their privacy respected and to be provided with services that take into account the needs, values and beliefs of different cultural, religious, social and ethnic groups.

Right 2 Right to Freedom from Discrimination, Coercion, Harassment and Exploitation

Every consumer has the right to be free from discrimination, coercion, harassment and sexual, financial or other exploitation.

Right 3 Right to Dignity and Independence

Every consumer has the right to have services provided in a manner that respects the dignity and independence of the individual.

Right 4 Right to Services of an Appropriate Standard

Every consumer has the right to have services provided with reasonable care and skill, that comply with legal, professional, ethical and other relevant standards, in a manner consistent with his or her needs and in a way that minimises potential harm and optimises their quality of life. Every consumer has the right to co-operation among providers to ensure quality and continuity of services.

Right 5 Right to Effective Communication

Every consumer has the right to receive information in a way they can clearly understand, including through an interpreter where practical.

Right 6 Right to be fully informed

Every consumer has the right to an explanation of his or her condition, the options available, including an assessment of the expected risks, side effects, benefits, and costs of each option. Advice on the estimated time within which the services will be provided, notification of any proposed participation in teaching or research and the results of tests and procedures.

Every consumer has the right to honest and accurate answers to questions about the identity and qualifications of the provider, their recommendations, how to obtain an opinion from another provider and the results of research.

Right 7 Right to make an Informed Choice and Give Informed Consent

Services may be provided to a consumer only if that consumer makes an informed choice and gives informed consent, except where any enactment, or the common law, or any other provision of this code provides otherwise.

Where informed consent to a health care procedure is required, it must be in writing if the consumer is to participate in any research, the procedure is experimental, the consumer will be under general anaesthetic, or there is a significant risk of adverse effects. Every consumer has the right to refuse services and to withdraw consent to the services, to express a preference as to who will provide services and have that preference met where practicable.

Right 8 Right to Support

Every consumer has the right to have one or more support persons of his or her choice present, except where safety may be compromised or another consumer's rights may be unreasonably infringed.

Right 9 Rights in Respect of Teaching or Research

The rights in this code extend to those occasions when a consumer is participating in teaching or research.

Right 10 Right to Complain

Every consumer has the right to complain about a provider in any form appropriate to the consumer. Every provider must facilitate the fair, simple, speedy and efficient resolution of complaints.

These rights apply to all health and disability services, whether you pay for them or not. Further information is available from the Health and Disability Commissioner on 0800 11 22 33, or at www.hds.org.nz