

# How to get your complaint about Support Works resolved

- >> 1: Contact your Needs Assessor Service Coordinator to see if they can help resolve your complaint.  
Phone: (03) 546 3980 Freephone: 0800 244 300 Facsimile: (03) 546 3983 Free fax: 0800 244 900  
Email: support.works@nmdhb.govt.nz

— Problem Unresolved? —

- >> 2: Contact to Lynne Grueber - Operational Manager for the Health of Older People Team  
Email: Lynne.Grueber@nmdhb.govt.nz Phone: (03) 546 3990 or  
Karen Bailey- Life Long Team Manager (03) 539 3980  
Email: Karen.Bailey@NMDHB.govt.nz to see if they can help resolve your complaint.  
Both can also be contacted by Freephone: 0800 244 300 Facsimile: (03) 546 3983 Free fax: 0800 244 900

— Problem Unresolved? —

- >> 3: Contact to Carole Kerr - District Manager - Support Works Email: Carole.Kerr@nmdhb.govt.nz  
Phone: (03) 546 3978 Freephone: 0800 244 300 Facsimile: (03) 546 3983 Free fax: 0800 244 900

— Problem Unresolved? —

- >> 4: Ring or write to the NMDHB Customer Service Co-ordinator, NMDHB, Private Bag 18, Nelson,  
Phone: 03 546 1848. Or use the online form at [www.nmdhb.govt.nz/Feedback\\_Form.aspx](http://www.nmdhb.govt.nz/Feedback_Form.aspx)  
Email: support.works@nmdhb.govt.nz

— Problem Unresolved? —

- >> 5: If your complaint is about Ministry of Health funded disability support services provided through Disability Services and you feel unable to make a complaint to the organisation that provides these support services, you can contact the Ministry of Health directly by Phone: 0800 DSD MOH (0800 373 664) press 2  
Fax: 0800 000 838 [dsdcomplaints@moh.govt.nz](mailto:dsdcomplaints@moh.govt.nz)

— Problem Unresolved? —

- >> 6: In all circumstances if you feel unable to make a complaint to the organisation that provides your support services you can contact the Health and Disability Commissioner Nationwide Health & Disability Advocacy Service at PO Box 3638 Richmond Nelson 7050 Phone: (03) 5444116 or Free Phone: 0800 555 050 Free Fax: 0800 2 SUPPORT/0800 2787 7678 or Email: [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz). The National Freephone for the Health & Disability Commissioner is 0800 11 22 33 and the website address is [www.hdc.org.nz](http://www.hdc.org.nz)

— Problem Unresolved? —

- >> 7: Human Rights Commission: You can talk to their Infoline service (Freephone 0800 496 877),  
Email: [infoline@hrc.co.nz](mailto:infoline@hrc.co.nz), make an online complaint at [www.hrc.co.nz](http://www.hrc.co.nz) or write to them at Human Rights Commission, PO 6751, Wellesley St, Auckland, New Zealand.