Wellington Accident & Urgent Medical Centre (WAMC)

Complaints and Compliments

WAMC welcomes compliments, suggestions and complaints from consumers. Receiving feedback gives us an opportunity to improve our service.

If you have a concern or complaint about the care you are receiving we encourage you to speak to the staff that are looking after you. Often such issues can be resolved straight away.

Anyone can make a complaint about the care or service they have received. Complaints can also be made by another person on your behalf e.g relative, friend, parent or consumer advocate. Consent may be required to respond to complaints about someone else.

All complaints are treated confidentially and will not adversely affect the care that you receive. Your complaint will only be discussed with the people directly involved.

Your complaint will be acknowledged within 3 working days and an investigation will begin. We aim to respond to all complaints within 30 days. For complaints that take some time to fully resolve, we will advise you about the progress of your complaint each month.

All complaints are taken seriously. The Board of Directors of WAMC considers all complaints and the replies made to them. Your complaint may help prevent the same thing happening to someone else in the future.

You can make a complaint, compliment or suggestion in one of the following ways:

Complete a Feedback Form (in stand on wall beside TV)	Ask any staff member to record your complaint
Email feedback@wamc.co.nz	Phone 04 384 4944
Write to WAMC Feedback, 17 Adelaide Road, Newtown, Wellington	

You have the right to contact the Nationwide Advocacy Services (ph 0800 555 050) an independent service who offer advice and support regarding the complaints process or the Health and Disability Commissioner (See leaflets on stand for contact details)

If you believe your complaint is unresolved please do not hesitate to contact us again or alternatively contact the Health and Disability Commissioner.

Jane Rourke, General Manager

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