**Residential Care Complaints process**

A new residential care complaints information web page has been developed with important information for residents, whānau and providers. In addition, it contains some new resources to help residents and their whānau identify and work through the most appropriate method for making a complaint if they are dissatisfied with the care they are receiving in their residential care facility. The process also gives reassurance to staff who have received feedback or a complaint that it will be managed systematically, with appropriate training in place.

It’s the first time these resources have been made available nationally in New Zealand and they reflect feedback from consumers that the process for making a complaint was neither clear nor consistent across residential care.

These resources are designed to go in residents' admission packs, added to staff policies, as posters on the wall in care homes and used for complaints training sessions.

The resources give consumers confidence that if they don’t think their complaint has been adequately managed, there is a formally recognised pathway for escalating their concerns.

Complaints about the care and service provided in residential care are an opportunity for improvement, leading to be better outcomes all round.

With the right process in place, complaints can be managed without the need for escalation.

Check out the new web page and the printable resources  [**https://www.health.govt.nz/residential-care-complaints**](https://www.health.govt.nz/residential-care-complaints)

The resources will be available in Te Reo Māori, Samoan, Tongan, Tuvaluan, Tokelauan, Simplified Chinese, and Tagalog

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