HDC complaints process

Complaint from a patient → Refer to Health and Disabilities Commissioner (HDC)

Preliminary Assessment

- Refer to other statutory officers e.g. Ombudsmen, Privacy Commissioner etc
- No Further Action
- Advocacy
- Mediation
- Investigation

HDC may refer back to the Board

The Board's Notification and Complaints Operational Committee reviews the co

Investigation:
- No breach
- Breach of code
  - Recommendations / Opinion
  - Director of Proceedings

Health Practitioners Disciplinary Tribunal (HPDT)

No further action