

RESOLUTION MEETING - Provider Information Sheet

About the advocacy service:

The Health and Disability Commissioner Act 1994 provides for the establishment of a consumer advocacy service to resolve complaints at an early stage. One of the key goals of the service is to provide support and guidance to consumers who want to resolve their concerns directly with the provider of the service. Advocates do not investigate or adjudicate on matters and are unable to give medical or legal advice.

What to expect:

As part of the request to meet, you will have been provided with information pertaining to the consumer's issues and what actions the consumer believes need to be taken for them to consider the matter resolved, and who will be attending the meeting with the consumer. By sending the information prior to the meeting it is hoped you/your organisation will have had the time necessary to investigate the concerns raised and the people who can respond to those concerns will be present at the meeting.

You are able to bring a support person should you wish to. Please advise the advocate if you will be bringing a support person so the consumer can be told who will be present from your organisation. It is not necessary to have legal representation as the intention of the process is resolution between the parties.

The advocate will facilitate the meeting but does not take minutes. Advocates may bring a resolution agreement pad to the meeting to record any decision involving ongoing actions. The agreed action/s will be listed, along with the date suggested by the provider that the action/s can be achieved by. The resolution agreement form is an expression of goodwill and is not a legal document.

We encourage all participants at the meeting to be respectful in their dealings with each other. We recognise that meetings can be stressful for both parties. If either party becomes obviously distressed the advocate may request a short break or suggest the discussion is deferred until another agreed time. If there is any verbal abuse or threatening behaviour by either party, or if continuation of the meeting is not likely to result in resolution of the complaint, the meeting will be brought to an end by the advocate.

Advocates will not request a meeting unless it is considered the best way to achieve resolution or restore a relationship that needs to be ongoing.

Advocates are happy to discuss the advocacy process with you, but will not discuss any aspect of the complaint unless the complainant is present. If you have any questions, contact your local advocate whose contact details will be on the letter sent by the advocate.