

Canterbury

District Health Board

Te Poari Hauora o Waitaha

CORPORATE OFFICE

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26 April 2016

Mr R J Poultney

Email: fyi-request-3600-0a9bef73@requests.fyi.org.nz

Dear Mr R J Poultney

Official Information Act request CDHB 9310(a)

We refer to your email dated 29 February 2016 under section 12 of the Official Information Act requesting the following information:

- **Any/and all documentation related to complaints received by the Canterbury DHB Referral Centre, within the 2014/2015 financial year, and from the start of the 2015 financial year. And any reports on the complaints created, such as improvement, change management.**

The Canterbury DHB has not received any formal complaints in relation to the CDHB Referral Centre either within the 2014/15 financial year or from the start of the 2015 financial year to 2016 year to date.

The Referral Centre responds to a large number of general enquiries from consumers, GPs and health service providers. The Referral Centre welcomes feedback on any of its procedures and routinely looks for ways to improve services.

Yours sincerely



Carolyn Gullery
General Manager,
Planning, Funding & Decision Support