

Complaints form

We appreciate you taking the time to provide this information as we always want to know of any situation where we have not met your expectations.

(The following information will be treated with strict confidentiality)

Please outline the reason for your concern:

Please outline any recommendations you have to address this concern:

This information can be sent anonymously but if you wish to be informed of the process and outcome please fill out the following:

Name: _____

Address: _____

Phone: _____ Email: _____

Please email this complaint form to admin@bodyinmotion.co.nz

Upon receiving this form, expect to hear from us within 5 working days. You will receive an update on the resolution of the situation within 10 working days. If the process extends beyond 20 working days, you will receive monthly updates until the matter is resolved. Additionally, if your concern pertains to your health information, you have the option to access a complaints process through the Health & Disability Commissioner or the Privacy Commissioner. Alternatively, you can reach out to the relevant professional body listed below.

More information and contact details

The Code of Health and Disability Services Consumers' Rights (the Code) establishes the rights of consumers, and the obligations and duties of providers to comply with the Code. It is a regulation under the Health and Disability Commissioner Act. More information on the Code and your Rights can be found [here](#). You can also contact us using our [website directory](#).

Addresses of the Registration Authorities or Professional Organisations

Counselors

New Zealand Association
of Counselors

nzac.org.nz/

Doctors

Medical Council of
New Zealand

[mcnz.org.nz/registration/
register-of-doctors/](http://mcnz.org.nz/registration/register-of-doctors/)

Nurses

New Zealand
Council of Nurses

nursingcouncil.org.nz/

Occupational Therapist

The Occupational
Therapists
Board of New Zealand

otboard.org.nz/

Psychologist

New Zealand Board
of Psychologists

psychologistsboard.org.nz/

Psychotherapist

New Zealand Association
of Psychotherapists

nzap.org.nz/

Physiotherapists

The New Zealand Board
of Physiotherapists

physioboard.org.nz/

Social Workers

Social Workers
Registration Board

swrb.govt.nz/

Vocational Therapist

Career Development
Association of New Zealand

cdanz.org.nz/

Complaints Authority for All Health Professionals

Health & Disability
Commissioner

hdc.org.nz/making-a-complaint/