

How we handle a complaint

You will have a senior OCM staff member who will handle your complaint:	Name of person handling it	Completed
The OCM staff member handling my complaint:		

The complaint – information we will ask for:	Tick when done
Your contact details (name, address, phone).	
Details of the problem (date, OCM staff member, type of equipment, repair requested etc).	
Any background information that is relevant to the complaint.	
Does your complaint relate to your own equipment or is it through a third party such as ACC, Ministry of Health etc.	
Do you require someone to assist you when you are communicating with OCM during the complaints process - such as family or whanau, physio or occupational therapist, ACC etc.	
<p>We might ask you:</p> <ul style="list-style-type: none"> • when the problem arose • if the problem could be due to overuse or incorrect use • your version of what was said or done 	
<p>Your Complaint: Will be recorded on OCM's complaint form and will record these details.</p>	

What OCM will do next:	Tick when done		
Once we are satisfied it's a valid complaint, OCM will work out what needs to be done to put it right.			
For faulty equipment/parts, this might mean asking:	Yes	No	n/a
<ul style="list-style-type: none"> Can it be fixed? 			
<ul style="list-style-type: none"> Can it be sent to the manufacturer to be checked, replaced and/or repaired? 			
<ul style="list-style-type: none"> If the equipment is under warranty. 			
For faulty services, this might mean asking:			
<ul style="list-style-type: none"> Can OCM redo the work? 			

Putting it right	Tick when done
OCM will discuss the outcome of your complaint with you and what will be done to put it right.	
OCM will complete the agreed action.	

OCM's commitment to you	Tick when done
OCM takes the quality of our service and reputation seriously. If we are at fault, we will take the time to review what went wrong and what steps we can take to ensure that the same problem doesn't happen again.	

Complaints form
<p>Here is a link to the complaints form:</p> <p>Complaints Form</p>