

Feedback/ Complaints

If you have any concerns or complaints about the service you have received please give us an opportunity to rectify this. You can talk to the staff member you have been working with, their supervisor, or the Centre's Director.

If you are not satisfied with our response, or would prefer to take your concerns outside the Centre, you can contact

H&DC Advocate (0800 11 22 33)

or

**Psychologists Registration Board
(04 499 7979)**

Feb11

1st Floor, 5 King Street
Frankton

T: 07 846 6907
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PO Box 5556, Hamilton 3242

**The Waikato Clinical Psychology Educational Trust Inc.
Charitable Trust Registration No: CC10238**



The Psychology Centre



Client Rights and Responsibilities

Your rights and responsibilities as a client of The Psychology Centre

Your rights are protected under the **Code of Consumer's Rights** established by the **Health & Disability Commissioner (H&DC)**. The Commissioner has a team of Consumer Advocates located around the country who are available to assist and support you if you have any questions about your rights, or if you believe that your rights have been breached.

The Code of Rights means that you should have ...

- Respect and privacy
- Fair treatment
- Dignity and independence
- Appropriate standards
- Effective communication
- Information
- Choice and consent
- Support
- Rights during teaching and research
- Your complaints taken seriously

A full copy of the Code of Rights is available from

The Psychology Centre
Bennetts Government Bookshops

Health and Disability Commissioner
PO Box 1791, Auckland
www.hdc.org.nz

In addition to the rights confirmed under the **H&DC** we also undertake to...

- ensure that you know the name, position and role of any staff member treating you, and the person primarily responsible for your care.
- ensure that we obtain your written consent before video taping sessions.

What we ask of you...

- Be open and honest with the staff working with you about any past or present mental health treatment you have received.
- Tell staff immediately if you do not understand treatment instructions, or think you will be unable to follow them.
- Inform us as soon as you become aware that you will not be able to attend your appointment.
- Tell us how we are doing. We rely on our clients for positive and negative feedback on our services. This helps us to know what we are doing well, and what we need to improve.

Non-identifying information about clients may be used to assist in the evaluation of students/interns. If any information used for this purpose could lead to you being identified then your full consent will be sought before any information is released.

We are required to supply data about our work to the Ministry of Health. This is linked to individual National Health Identification numbers (NHI) and not directly to client names and addresses. The data supplied relates only to service entry/discharge dates and attendance and does not include clinical data.

Client records / information

Your health information will remain confidential. This right to privacy of health information covers people of all ages. In certain cases your psychologist may disclose identifying information about you, e.g., if we assess that there is a significant risk to safety for yourself or another person, or under instruction from a court of law. However, whenever possible, you will be involved in any decision to share information.

You have the right to access your file to see what we have recorded about you. Provided it is in the child's best interests, parents or guardians may request access to information held about their child(ren).

The Centre operates as a training clinic. All staff and students who work at the Centre receive clinical supervision. This is a standard part of a clinical psychologist's practice and is intended to assist the staff member to work as effectively as possible. Supervisors are bound by the same requirement to keep information confidential as the staff member who he/she works directly with.

In all cases we practice in accordance with our professional **Code of Ethics**, the current **privacy legislation**, and the **H&DC Code of Rights**. If you have any concerns about issues of privacy please discuss these with the staff member who is working with you, his/her supervisor, or the Centre's Director.