

6 October 2011



Health and Disability Commissioner  
Te Toihau Hauora, Hauātanga

Dr Dale Bramley  
Chief Executive Officer  
Waitemata District Health Board  
Private Bag 93503  
Takapuna  
NORTH SHORE CITY 0740

Dear Dr Bramley

**Complaint:**

**Our ref:** C11HDC

The Commissioner has received a complaint from Mr. [redacted] regarding the care provided to him at the [redacted] Service at Waitemata DHB. A copy of [redacted]'s complaint is **enclosed** for your information.

One of the Commissioner's functions, as set out under section 14(1)(m) of the Health and Disability Commissioner Act 1994, is "to gather such information as in the Commissioner's opinion will assist the Commissioner in carrying out the Commissioner's functions under this Act."

To assist the Commissioner to decide what action, if any, to take on this matter, we would appreciate a response to [redacted]'s complaint, along with a copy of any relevant clinical notes or documentation. Please provide this information by **28 October 2011**.

Mr. [redacted]'s complaint is of an unusual length and complexity, and, as such, rather than responding in detail to each individual issue raised, it may be helpful to instead provide a general overview of his care. Once this is received, the Commissioner will assess the information available and make a decision on how best to proceed. At this point, we will be in contact with you again.

Once this information has been reviewed, and a decision made on what action to take on this complaint, we will write to you again.

Thank you for your assistance.

Yours sincerely

A handwritten signature in black ink, appearing to be 'A. L.', written over a light blue background.

A. L.  
**Complaints Assessor**

Enc: Copy of complaint