



**Regional Administration**

30 June 2010

[Redacted]

St

Auckland 1

Auckland  
New Zealand  
Phone 09  
Fax 09  
rg.nz

Dear [Redacted]

**Re: Your written complaint from 16 June 2010**

Further to my acknowledgement letter from 16 June 2010, I am writing in reply to your concerns as the manager of the [Redacted] Counselling Service. I appreciate that you have taken the time and trouble for reporting these matters and bringing them to our attention.

I have now completed my investigation which included speaking to L [Redacted] at [Redacted] and L [Redacted] the Team Leader [Redacted], as well as reviewing case notes, and would like to offer the following response:

I could not find any evidence that staff involved in your treatment have acted outside of our prescribed policies and procedures, guidelines or code of conduct.

All evidence suggests that staff have provided an extensive service over a number of years. On one occasion your allocated clinician was changed due to a change in his scope of work. Other changes of clinicians have been made at your request. The letter in support of your issues with WINZ I found appropriate given the focus and expertise of our agency.

I hope these comments will be of help to you. I clearly noted your sense of dissatisfaction, and I am sorry that the service you received left you feeling this way. We will take your feedback as a reminder to ensure the continuing quality of our service. I have passed it on to [Redacted] and [Redacted] to ensure they are aware of it and can do their utmost to assist you. I sincerely hope that the matter will not prevent you from continuing to use our service in the future.

If you do not want to discuss the matter further with our service, you may wish to follow the Waitemata District Health appeal process (a copy of which I attach) by writing to:

The Chief Executive Officer,  
C/O North Shore Hospital,  
Private Bag 93-503,  
Auckland 9

Or you can contact the

Health and Disability Commission  
P.O.Box 1791,  
Auckland  
Or phone (09) 373 1060  
Website: [www.hdc.org.nz](http://www.hdc.org.nz)

Regards

[Redacted]  
Manager – Pregnancy and Parental Service