



BABY FRIENDLY HOSPITAL INITIATIVE – NEW ZEALAND

RESOLUTION PROCEDURE

Policy Statement:

The New Zealand Breastfeeding Authority will provide an effective and efficient resolution process that deals with complaints / grievances in a professional manner with consideration given to cultural and ethnic sensitivities.

Definitions:

- 1.1 Grievance - An actual or supposed circumstance regarded as just cause for complaint.
- 1.2 Complaint - An expression of pain, dissatisfaction, or resentment.
- 1.3 Appeal - An earnest or urgent request, entreaty, or supplication
- 1.4 Resolution - A course of action determined or decided on.

Process:

- 2.1 In the first instance the New Zealand Breastfeeding Authority recommends that the complainant raises the complaint / grievance with the person or hospital concerned. If the complaint / grievance is not dealt with to the satisfaction of the complainant, then, if the complaint is about NZBA, the complainant may direct their complaint / grievance to the New Zealand Breastfeeding Authority Chairperson. On matters relating to the Baby Friendly Hospital Initiative, complaints / grievances are to be directed to the New Zealand Breastfeeding Authority Executive Officer.
- 2.2 A complaint / grievance submitted to the New Zealand Breastfeeding Authority Chairperson / NZBA Executive Officer must be in writing.
- 2.3 The New Zealand Breastfeeding Authority Chairperson / NZBA Executive Officer may request further information, if needed, to clarify the situation.
- 2.4 The New Zealand Breastfeeding Authority Chairperson / NZBA Executive Officer will:
 - 2.4.1 Acknowledge that the complaint / grievance has been received.
 - 2.4.2 Review the written complaint / grievance along with other relevant documentation within two weeks of receipt of the complaint / grievance.
 - 2.4.3 In relation to BFHI, the assessment team responsible for reviewing the hospital will be involved in the complaint review process if required.
 - 2.4.4 Response to the complaint / grievance will be made within one month of the NZBA Chairperson / NZBA Executive Officer becoming involved.
 - 2.4.5 Failing a resolution, the New Zealand Breastfeeding Authority Board will review the complaint / grievance.
 - 2.4.6 Response to the complaint / grievance will be made within one month of the New Zealand Breastfeeding Authority Board becoming involved.
 - 2.4.7 The Ministry of Health will be notified of appeals.

COMPLAINT PROCESS – FLOW CHART

