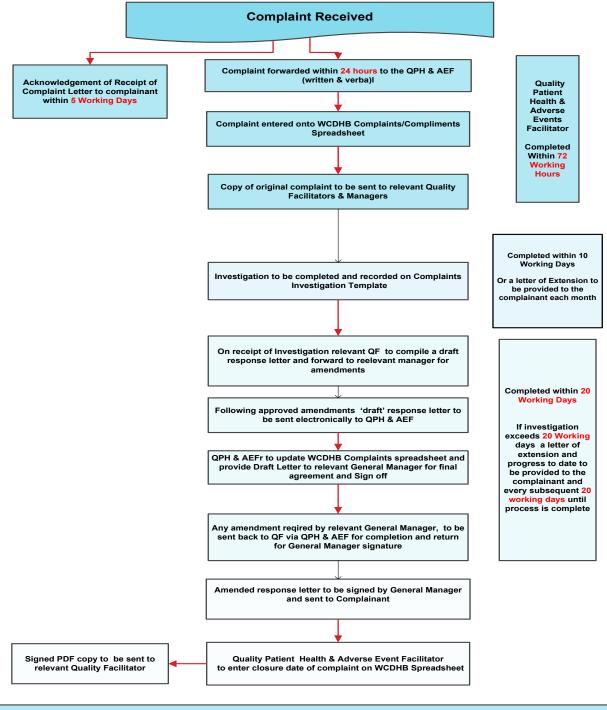


## West Coast District Health Board Complaints Process



If any of the above actions cannot be completed within the designated time frames a letter advising of additional time required for completion of complaint investigation to be generated by QPH & AEF Original to be sent to complainant and an electronic copy to be sent to the relevant QF; Time frames above to be adjusted accordingly.