

Make a complaint about Pharmac

About you

Your name

(optional)

Are you making this complaint on behalf of someone else?

(optional)

myself

someone else

a group

Tell us about the other person or group

Contact details

Email

(optional)

Phone

(optional)

Other contact details

(optional)

How do you prefer to be contacted?

(optional)

Language preference

(optional)

Is there any other support you need to make this complaint? *(optional)*

About your privacy

We collect personal information from you so we can respond to your complaint. This includes your name, contact information and details of your complaint.

If you choose not to provide your contact information, we cannot respond to your complaint, however we can still collect your complaint and consider it for future improvement purposes.

We keep your personal information until we can resolve your issue, at which point we securely

destroy it by removing all personal information from the complaint record. We keep a general summary so we can improve our processes.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. You can contact us at:

- privacy@pharmac.govt.nz
- 0800 660 050
- Privacy requests, PO Box 10254, The Terrace, Wellington 6143.

About your complaint

How are you dissatisfied by our work, our staff, or our processes?

How would you like to see this complaint resolved?

Where to send this form

Email enquiry@pharmac.govt.nz

Post PO Box 10254
The Terrace
Wellington 6143