

If you are like most people, you probably don't like to complain, but complaints about health services are very important. They can identify areas for improvement, stop the same problems happening again and help to make health services better for all Queenslanders.

The Office of the Health Ombudsman works with healthcare consumers and health service providers to resolve complaints as quickly as possible.

Our service is independent, impartial and free.

## Contact us

*Visit our website*

[www.oho.qld.gov.au](http://www.oho.qld.gov.au)

*Call*

133 OHO (133 646)

*Email*

General enquiries and questions  
[info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

Health service complaints  
[complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

*Write*

PO Box 13281 George Street  
Brisbane Qld 4003

*Make an appointment*

Call 133 OHO (133 646) and make an appointment to talk to us in person at our Brisbane office.

*Fax*

(07) 3319 6350



Office of the  
**HEALTH  
OMBUDSMAN**

*Listen. Respond. Resolve.*

## How to make a health service complaint



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## Should I make a complaint?

If you are not satisfied with a health service provider, or any aspect of a health service provided to you, a family member, or someone in your care in Queensland, then it's your right to make a complaint.

### What can I complain about?

You can make a complaint about any health service provider, or any aspect of a health service provided, anywhere in Queensland.

A **health service** is any service that is, or claims to be, for maintaining, improving, restoring or managing health and wellbeing.

A **health service provider** can be an individual health practitioner or a health service organisation.

#### Individual health practitioners

- **Registered** health practitioners, such as: doctors, nurses, dentists, physiotherapists, chiropractors, occupational therapists, optometrists, osteopaths.
- **Unregistered** health practitioners, such as: nutritionists, masseuses, naturopaths, homeopaths, dieticians, social workers, speech pathologists.

#### Health service organisations

- These can include public and private healthcare facilities, ambulance services, health education services, pharmacies, mental health services, community health services.

Your complaint can be about any aspect of a health service that you are not satisfied with, such as:

- your diagnosis or care
- sharing your information without permission
- inappropriate behaviour by a provider
- the quality of the health service provided
- how a provider has dealt with your complaint.

### How do I make a complaint?

Before making a complaint, try talking with your health service provider — this is often the quickest and easiest way to address your concerns. Visit our website for advice on talking with your provider.

If you are not satisfied with the response, or feel uncomfortable talking with your provider directly, contact us.

You can make a complaint to the Office of the Health Ombudsman online, in writing, over the phone, or in person at our Brisbane office. We will listen to your concerns and explain how we can help and what you need to do.

Making a formal complaint may seem intimidating, but we will work with you to make the process as simple as possible, staying in touch every step of the way.

### Assessing your complaint

Assessing your complaint is a very important first step. We gather all the information we need from you, the health service provider your complaint is about, and any relevant experts, to help us make the right decision on how to best manage your complaint. We may need to send a copy of your complaint to the provider in order to get their response.

We will keep you and the provider updated throughout this process.

It's important to remember, we review all information thoroughly, impartially and fairly — we don't take sides.

### Making a decision

After assessing your complaint, we will decide whether to take it forward.

If we take your complaint forward, we may do any, or a combination, of the following:

- attempt to facilitate local resolution
- attempt to conciliate your complaint
- refer your complaint to another relevant agency
- formally investigate the complaint
- take immediate action against the provider.

If we decide not to take your complaint any further, we will explain the reasons why and any options you may have available. We will also keep your complaint on record to help us identify any patterns of provider conduct or practice, or system-wide healthcare issues.