

## Listen

We want Queenslanders to know they have a voice if something isn't right in the way they receive health services.

We listen carefully to complainants, health service providers and expert advisors, to ensure we make well-informed decisions and provide the best advice to promote competent practice and high standards of health service delivery.

## Respond

We respond to complaints quickly and thoroughly. We communicate clearly, openly and regularly with complainants, health service providers and other stakeholders to make sure Queensland's health service complaints system is efficient, transparent and fair.

## Resolve

We aim to resolve all complaints in the most timely and appropriate way, based on detailed information and evidence that we independently and impartially assess and analyse. Resolutions can take many forms, but we pride ourselves on making decisions that are informed and fair.

## 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.*

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Queensland's  
**health service  
complaints agency**



# Office of the HEALTH OMBUDSMAN

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## The Office of the Health Ombudsman is Queensland's health service complaints agency.

We are the one place all Queenslanders should go if they have a complaint about a health service provider, or any aspect of a health service provided to them, a family member, or someone in their care.

We are fair, impartial and independent.

We are committed to:

- protecting the health and safety of the public
- promoting professional, safe and competent practice by health practitioners
- promoting high standards of service delivery by health service organisations
- maintaining public confidence in the management of health service complaints.

### The Health Ombudsman

Mr Leon Atkinson-MacEwen is Queensland's Health Ombudsman.

The Health Ombudsman is responsible for ensuring Queenslanders' health service complaints are managed effectively, efficiently and transparently.

### What can you 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 to make a health service 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.

For more information on the Office of the Health Ombudsman, or how to make a health service complaint, visit [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

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