



Wiskain po meke Health serbis kompleint

Ebriwan i gad rait po meke kompleint baut eni health serbis o health serbis provider wea Queensland. Diswan prapa izi, mata kontakt Office of the Health Ombudsman. Dis opis i independant, no nada opis i ken spik dempla wanem po mekem baut health serbis kompleint wea Queensland.

Wanem rait taim po meke kompleint?

Pipol i ken meke kompleint ip yu no satsapai baut da wok eni health serbis provider i bin mekem, o eni pat blo dat wok wanem dempla bin mekem po yu, o enibodi wea pamle blo yu, o po enibodi uda yu lukapta. Eni taim yu no satsapai den yu ken meke kompleint.

Bipo yu meke kompleint, trai tok po dem health serbis provider pas. Dis wan i da izi wei ane kuik wei po sotemaut dem wori o problem yu gad wea dempla. Yu ken bizit website blo mipla po gede adbais wiskain po tok po dem health serbis provider (www.oho.qld.gov.au). Ip yu no satsapai wea dat ansa yu bin gedem, o yu painem prapa ad po tok po dempla, den kontakt mipla.

Dem kompleint i impotent

Yu seimkain wase plenti pipol uda no wande meke kompleint. Mait yu no sabe wanem ting yu ken komplein baut, o wiskain po kompleint. Yu mait tingk nating i go apen ip yu komplein. Ane samtaimz i ad po komplein ip yu sik, o ip yu pil nugud o yu prapa bizi.

Dem kompleint baut health serbis i prapa impotent. Dem kompleint i ken meke ting mobeta, i ken stap dem seim problem prom apen gen, ane i ken meke health serbis beta po ebri pipol blo Queensland.

Wen yu meke kompleint, dem pipol wea Office of Health Ombudsman i go lisen po yu. Dempla go prapa teke notis, dempla go studi wanem yu bin spik ane trai po gede ansa po yu prapa kuik.

Ai ken komplein baut wanem ting?

Yu ken komplein baut eni health serbis, o eni health serbis provider, eniwea wea Queensland.

Wanem health serbis? Diswan i eni serbis uda spik o rekan dat dempla kipe health blo pipol strong, meke pipol gudgen wen dempla bin sik, o lugaut health blo pipol.

Wanem health serbis provider? Diswan i eni dokta health serbis ples.

Uda individual health practioner?

- **Registered health practitioner** i demwan ya: dokta, ners, dentist, pizioterapist, chiropractor, occupational therapist, eye dokta o osteopaths.
- **Not registered health practitioner** i demwan ya: nutritionists, masseuses, naturopaths, homeopaths, dieticians, social workers, speech pathologists.

Health service organisations

- Demwan i pablik o praibit healthcare ples, ambulance, health education serbis, chemist, mental health serbis, komuniti health serbis.

Pipol ken komplein baut eni pat blo dat health serbis wea yu no satsapai, wase:

- wanem dempla i spik i rong wea bodi blo yu, o wiskain dempla bin lugaut yu
- Ip dempla bin tok po nada pipol wen yu no bin gibe dempla permison po tok demkain
- Ip dat serbis provider bin akt wea nugud wei po yu
- Ip dempla no bin lugaut yu wea gudwei
- Ip dat health provider no bin elpe yu wen yu bin komplein



Wiskain ai go meke kompleint?

Yu ken komplein po Office of the Health Ombudsman lo komputa, raite leta, wea phone, o yu ken kam stret po da opis blo mipla wea Brisbane.

Mipla go lisen po kompleint blo pipol ane den mipla go eksplein wiskain mipla go elpe yu ane eksplein wanem yu mas mekem. Ip yu spik yu, wa, yu go komplein, yu mas gibe mipla ebri impomeisan yu gad baut disting:

- gibe neim blo health serbis provider, ane da problem yu gad wea dempla.
- yu gad eni leta o document wea i ken sapot wanem yu tokbaut.
- wanem yu bin olredi mekem po trai po sotemaut dis problem.

Yu mait tingk i go bi prapa ad po meke diskain kompleint. Mipla i go eksplein wanem mipla i go mekem ane mipla i go trai po mekem izi po yu. Mipla go ebritaim kip tok po yu baut wanem i apen.

Wen yu pastaim meke da kompleint

Wen yu pas meke da kompleint, da prapa impotent ting mipla go mekem i po gede ebri impomeisan prom yu baut wanem wi go nidem, prom dem nada bos pipol, solong mipla ken meke da rait ansa po sotemaut dis kompleint blo yu.

Mipla go stadi demting yu bin gibe mipla, ane mipla go tok po dempla uda yu bin komplein baut. Mipla go aske dempla po gibe ansa wea 14 dei.

Ip mipla go nid po gede mo elp po gibe gud ansa, mipla ken gede adbais prom ol expert. Mipla ken aske yu o da health serbis provider po gibe mo impomeisan baut da kompleint o po rait ane gede spesil impomeisan baut da kompleint.

Ip mipla aske pipol po meke spesil impomeisan o po gibe ekstra impomeisan dempla mas mekem wea 14 dei. I go gad penalti ip pipol no mekem anles dempla gad gud ekskuis.

Mipla go kip spik po yu ane da helath serbis provider wanem mipla mekem.

Mipla go studi ebri impomeisan mipla gedem, ane dem mipla go spik wanem mipla tingk baut da kompleint. Den mipla go spik ip mipla go du mo samting o meke nating baut dis kompleint. Mipla go trai po gibe ansa insaid 30 dei. Mipla go trite ebri impomeisan wea prapa gudwei. Mipla no go teke wansaid gense nadasaid

Da ansa mipla go mekem

Apta mipla bin prapa stadi ebri pat blo dis kompleint, mipla go disaid ip mipla go kip go ahead wea dis kompleint, and wiskain mipla go mekem. Mipla go spik po yu ane da health serbis provider wanem mipla bin disaid and wanem i go apen.

Ip mipla go kip pole dis kompleint, mipla go suzem wanem po mekem prom demting ya:

- elp po mekem izi po yu ane da health serbis provider po sotemaut da problem
- gibe elp solong yu ane da health serbis provider po tok tuggeda
- sane kompleint blo yu po da pipol uda da bos blo dat health serbis provider, o po nada oganaizeisan
- meke prapa investigation blo dat kompleint blo yu
- stretwei teke action gense dat health serbis provider

Ip mipla disaid mipla kan goed wea dat kompleint blo yu, mipla go spik yu dem rizan and go gibe aidia po wanem nadating yu ken mekem. Mipla go kip da kompleint yu bin mekem wea opis blo mipla po elpe mipla luk ip i gad eni nada problem wea dat health provider, o ip i gad ane big problem wea healthcare eria.

Po gede mo impomeisan

Bizit: www.oho.qld.gov.au

Email: info@oho.qld.gov.au

Ringap: 133 OHO (133 646)

Raite leta: PO Box 13281 George Street
Brisbane Qld 4003