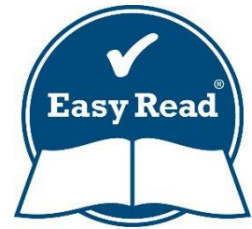




OFFICE OF THE
HEALTH
OMBUDSMAN



Got a health service complaint?

Let's have a yarn

Easy Read version

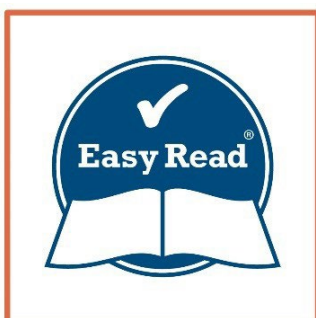


How to use this document



The Office of the Health Ombudsman (OHO) wrote this document.

When you read the word ‘we’, it means OHO.



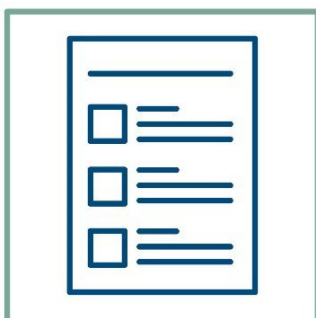
We wrote this document in an easy to read way.

We use pictures to explain some ideas.



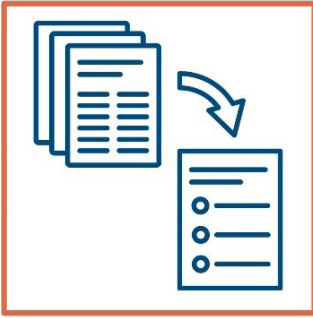
We wrote some words in **bold**.

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page [12](#).



This is an Easy Read summary of another document.

This means it only includes the most important ideas.



You can find the other document on our website.

www.oho.qld.gov.au



You can ask for help to read this document.

A friend, family member or support person might be able to help you.

What's in this document?

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Make a complaint



In Queensland, you can make a health service complaint to the Office of the Health **Ombudsman**.



A complaint is when you are **not** happy and you tell someone the reason. A complaint can be about

- a service
- a person
- something else.

You may not like to complain, but making a health service complaint is important.

Complaints can help stop the same problem happening again.



You can make a complaint about a **health service**.



You can make a complaint about a **health service provider**.

If you believe a health service provider will **not** treat you because of your race, you can make a complaint.

A health service provider must **not** punish you for making a complaint. It is against the law.

Office of the Health Ombudsman



You can make a complaint to the Office of the Health Ombudsman.



We take complaints about

- health services
- health service providers.

We are **not** a health service.

We are **not** part of Queensland Health.

We are independent. This means we do **not** take sides.

Your complaint



You can complain about

- your care in hospital or at a clinic
- how your health service provider talked to you
- your health service provider's behaviour
- how your information was shared
- the help your health service provider gave you.



We will ask you

- your name
- your phone number or email address
- what your complaint is about
- any other information about your complaint.

You can make an **anonymous** complaint on behalf of someone else.

If you make an anonymous complaint, the decision we make will **not** be provided to you.

What we do



We may get lots of information about your complaint.

We will ask for your consent before we contact the health service provider.

We may ask your health service provider to talk to us about your complaint.

Sometimes we need more information.

We may contact an **expert**.



We may ask you to give us more information.

We do **not** take sides. We listen to everyone.

What can happen next

| SUN | MON | TUE | WED | THU | FRI | SAT |
|-----|-----|-----|-----|-----|-----|-----|
| 31 | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 31 | 1 | 2 | 3 |

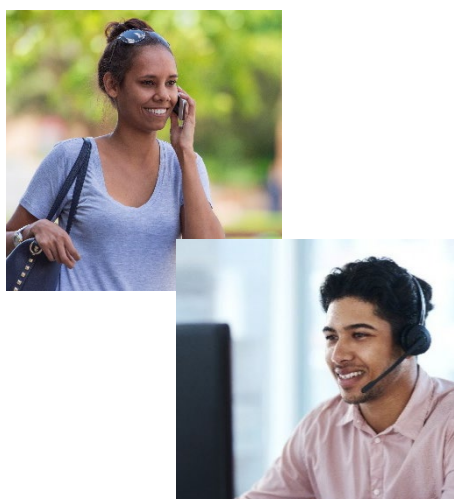
We will talk with you about what we can do about your complaint.

We will also talk to you about the time and information we may need.

We will tell you about our decisions and what will happen next.



We will talk to your health service provider.



We will talk to you and explain the decision.

We will tell you what may happen next.

Have a yarn with us



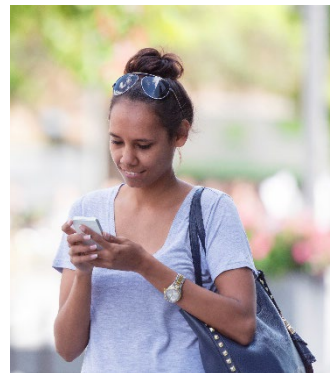
Call **133 646**

You can ask for the Aboriginal and Torres Strait Islander Complaints Advisor.

You can ask for a female or male officer.



Complete the online complaint form on our website
www.oho.qld.gov.au/make-a-complaint



You can download or print and complete a hard copy health service complaint form.

Email the form to complaints@oho.qld.gov.au



Mail the form to

PO Box 13281 George St
Brisbane QLD 4003.

Word list

This list explains what the **bold** words in this document mean.



Ombudsman

An ombudsman is someone who can help with complaints.



Health service

A health service is a place you go for a health concern.

For example:

- hospital
- an Aboriginal and Torres Strait Islander medical centre
- primary healthcare service.



Health service provider

A health service provider is a person you go to for your health concern.

For example:

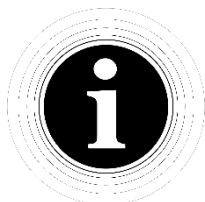
- doctor
- nurse
- psychologist
- podiatrist
- dentist.

Anonymous

Anonymous means you do **not** tell us your name.

Expert

An expert is someone who knows a lot about a topic.



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