

How to complain about a health service

Office of the Health Ombudsman

Easy Read version

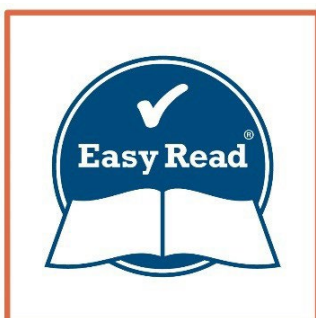


How to use this document



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

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



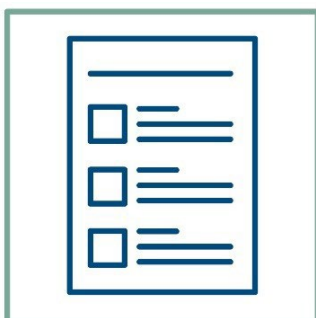
We wrote this document in an easy to read way.

We use pictures to explain some ideas.



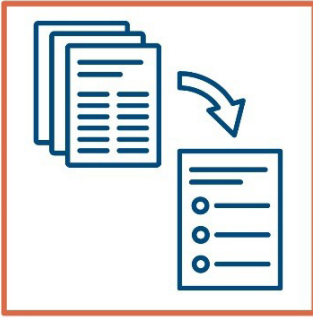
We wrote some words in **bold**.

This means the letters are thicker and darker.



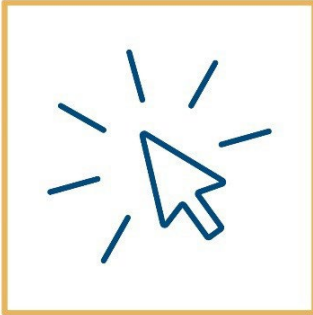
We explain what these bold words mean.

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.

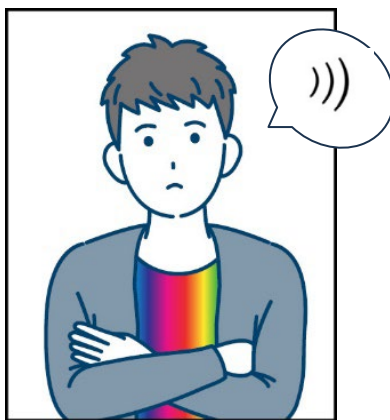
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Make a complaint



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

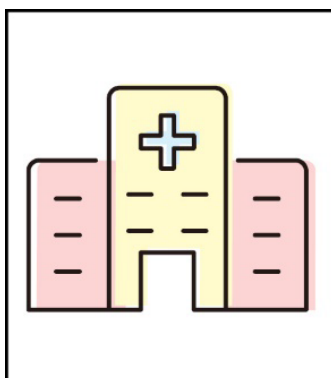


A complaint is when you are **not** happy and you tell someone the reason. A complaint can be about

- 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**.



We take complaints about

- health services
- health service providers.

We are **not** a health service.

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

Your complaint



You can complain about

- your care in hospital
- 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.



You can try talking to your health service provider first. Your health service provider may be able to fix the problem. If it is difficult or upsetting for you to talk to your health service provider, you can talk to us. Or someone else can make a complaint for you.

What we do



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.

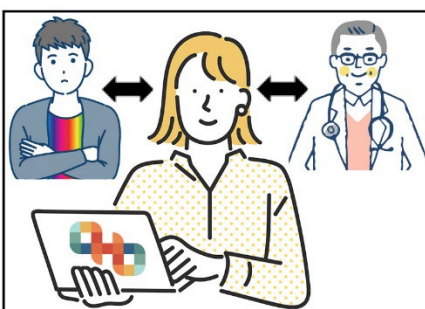


We may get lots of information about your complaint.

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.

Make a complaint to us



You can call us

133 646



Complete the online complaint form on our website at 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.

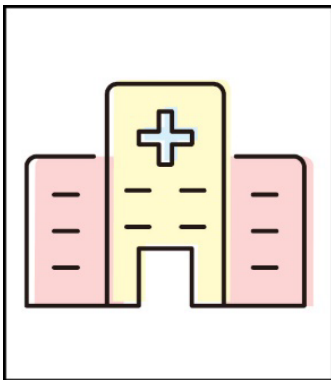
Word list

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



Ombudsman

An ombudsman is someone who can help with complaints.

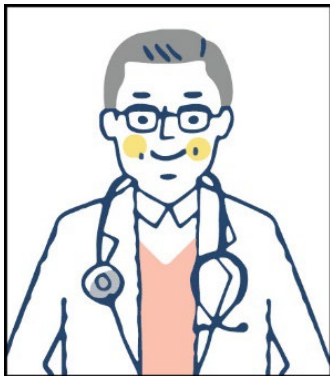


Health service

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

For example:

- hospital
- local health clinic
- primary healthcare service.



Health service provider

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

For example:

- doctor
- nurse
- physio
- massage therapist
- dentist.

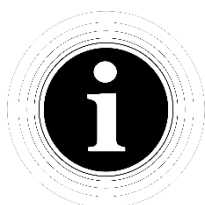


Anonymous

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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