How to complain about a health service

Office of the Health Ombudsman

Easy English 2015
Make a complaint

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

A health service is a place you go for a health problem. For example, a hospital or a local health clinic.

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

For example

- doctor
- nurse
- physio
- massage therapist
- dentist.
Office of the Health Ombudsman

In Queensland, 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 independent. This means we do not take sides.

Your complaint

You can complain about

- your care in hospital
- how your health provider talked to you
- your health provider’s behaviour
- how your information was shared
- the help your health provider gave you.
How to make a complaint

You should talk to your health provider first. Your health provider may be able to fix the problem. If you are still **not** happy, you can talk to us. Someone else can make a complaint for you.

Make a complaint to us

Call 133 646

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

Email complaints@oho.qld.gov.au

Write PO Box 13281 George St
Brisbane QLD 4003
Your complaint

Make sure you tell us
● what your complaint is
● what you have done to try to fix the problem
● any other information about your complaint.

What we do

We will get lots of information about your complaint.

We will ask your health provider to talk to us about your complaint.

Sometimes we need more information. We might talk to an expert. An expert is someone who knows a lot about a topic.

We can ask you to give us more information.

We do not take sides. We listen to everyone.
What can happen next

We make a decision about your complaint in 30 days. We may need longer for a difficult complaint. We may need more information.

We will talk to you about the decision.

We will talk to your health provider.

We might do more about your complaint.
We will tell you what will happen next. We will tell you why.
More information

Call 133 646

Website www.oho.qld.gov.au

Email complaints@oho.qld.gov.au

Write PO Box 13281 George St
Brisbane QLD 4003
© Scope (Vic) Ltd. You may use this document for your own personal, non-commercial purposes only. You must not use the document for any other purpose, and must not copy, reproduce, digitise, communicate, adapt, modify the document or any part of it (or authorise any other person to do so) without the prior consent of Scope (Vic) Ltd.

Scope’s Communication and Inclusion Resource Centre wrote the Easy English. November 2015 www.scopevic.org.au

To see the original contact Office of the Health Ombudsman QLD.

The Picture Communication Symbols ©1981–2010 by Mayer-Johnson LLC a Tobii Dynavox company. All Rights Reserved Worldwide. Used with permission. Boardmaker™ is a trademark of Mayer-Johnson LLC.

Valuing People ClipArt © Inspired Services, UK.

www.inspiredservices.org.uk