



Office of the  
**HEALTH  
OMBUDSMAN**

*Listen. Respond. Resolve.*



## 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

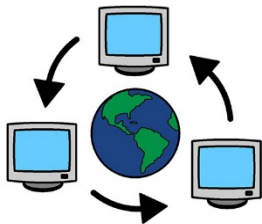


You should talk to your health provider first. Your health provider may be able to fix the problem. If you are still **not** happy, you can talk to us. Someone else can make a complaint for you.

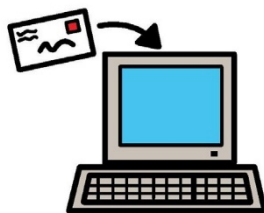
## Make a complaint to us



Call 133 646



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



Email [complaints@oho.qld.gov.au](mailto: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

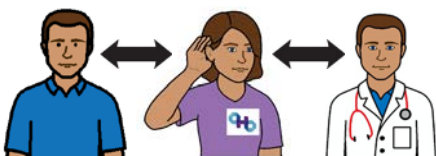


We will get lots of information about your complaint.

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.

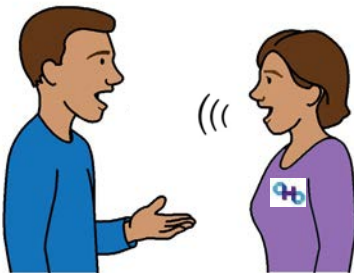


We do **not** take sides. We listen to everyone.

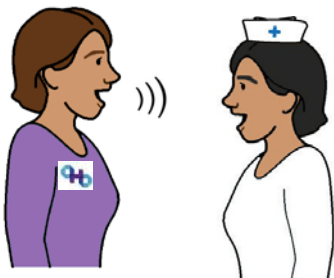
## What can happen next

S	M	T	W	T	F	S
	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				

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.

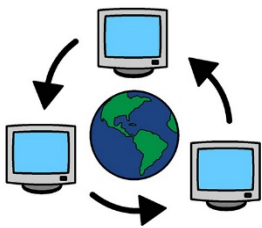
We might do more about your complaint.  
We will tell you what will happen next. We will tell you why.



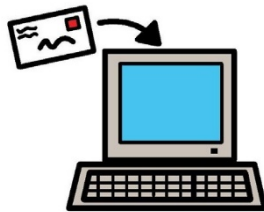
More information



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Scope's Communication and Inclusion Resource Centre

wrote the Easy English. November 2015 [www.scopevic.org.au](http://www.scopevic.org.au)

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

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