



Information for the public

Before making a complaint to us, try talking with the health service provider. Talking with your provider can often be the most effective way to reach a solution.

If for some reason you do not feel comfortable talking to the health service provider, please contact us to discuss your complaint.

What to do next

Step 1—Contact the health service

Ask to speak with either your health service provider, or the person who deals with complaints. If the person is not available, leave your contact details and indicate when you would like to be contacted. Alternatively, you could email or write to them (keep a copy of your correspondence).

Step 2—Stick to the facts

Provide a summary of who, what, when, where and why. Clearly state the outcome you are seeking, for example: an apology, an explanation, a refund, access to treatment or medication, or a policy change. Provide copies of any relevant documents.

Step 3—Participate

Take the opportunity to have a discussion or attend a meeting. Try to keep an open mind, listen to what is being shared with you and ask questions.

Step 4—Follow up

If you are not satisfied with what is being proposed, let the health service provider know as there may be other options available.

Step 5—Contact us

If you are still not satisfied with the health service provider's response, contact us.

Tips

- Ask the provider what their complaint process is
- Let the provider know how you would like them to communicate with you.
- Feel free to have a support person.
- Prepare a list of questions.
- Ask for copies of documents.
- Ask for any agreed outcomes in writing.
- Allow at least 2-3 weeks for the provider to respond.