

What happens next?

- ▶ When the Commission receives your complaint, it will write to you with the contact details of your case officer.
- ▶ Usually, the Commission provides a copy of your complaint to the health service provider so they can respond to the complaint.
- ▶ The Commission has 60 days to assess your complaint. To do so, it considers the information provided and can obtain further relevant information, for example medical records.
- ▶ If your complaint is about a registered health practitioner, such as a doctor or nurse, the Commission must consult with the relevant registration authority, before making a final decision.
- ▶ When the Commission has assessed all relevant information it decides how to best manage your complaint.

The Commission has a variety of options. You will be notified in writing of the assessment decision within 14 days of the decision being made.

More information

For more information about the Commission, please visit the website www.hccc.nsw.gov.au

Contact the Commission

Office address

Level 13
323 Castlereagh Street
SYDNEY NSW 2000

Office hours

9.00am to 5.00pm
Monday to Friday

Post address

Locked Mail Bag 18
STRAWBERRY HILLS
NSW 2012

Telephone: (02) 9219 7444
Toll Free in NSW: 1800 043 159
Fax: (02) 9281 4585
E-mail: hccc@hccc.nsw.gov.au

People using telephone typewriters please call **(02) 9219 7555**.

Interpreting Service

If you need an interpreter, please contact the Translating and Interpreting Service (TIS) National on **131 450** and ask to be connected to the Health Care Complaints Commission on **1800 043 159** (9.00am to 5.00pm Monday to Friday).



**CONCERNED
ABOUT YOUR
HEALTH CARE?**

Concerned about your health care?

If you are concerned about a health service provided to you, talk to your provider as soon as possible. Often this is the fastest and most effective way of resolving concerns.

Complaints are often the result of poor communication between a patient and their health service provider. When you raise your concerns, in most cases the health service provider will try to resolve them.

Tips on how to resolve your concerns directly with your provider can be downloaded from the website www.hccc.nsw.gov.au; go to the section 'Information for health consumers'.

In some cases you may not be satisfied with the provider's response. Then you can contact the Inquiry Service of the Health Care Complaints Commission on **(02) 9219 7444** or toll free on **1800 043 159**.

If your complaint is about sexual or physical assault or relates to the immediate health or safety of a person, you should contact the Commission immediately.

What is the Health Care Complaints Commission?

It is an independent body that deals with complaints about health services provided in NSW.

The Commission is impartial and acts to protect the public health and safety.

The powers of the Commission are set out in the *Health Care Complaints Act 1993*.

Who can make a complaint?

Any person can make a complaint. This may be:

- ▶ the patient who received the health service
- ▶ a parent or guardian
- ▶ a relative, friend or representative chosen by the person
- ▶ a health service provider, or
- ▶ any other concerned person.

Who can I complain about?

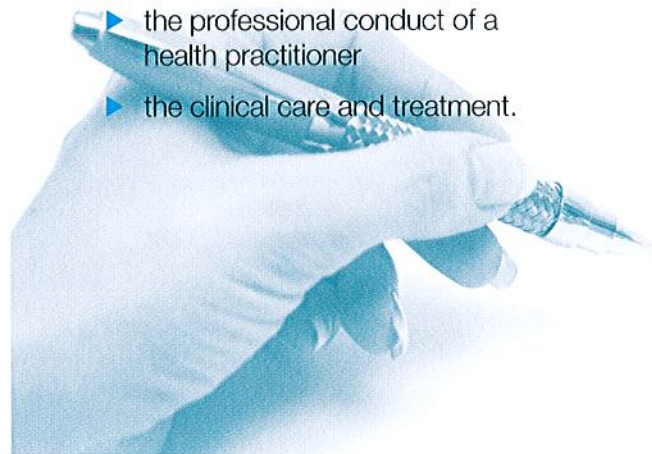
You can complain about any health service provider in NSW. Examples are:

- ▶ any registered practitioner such as doctors, nurses and dentists
- ▶ any unregistered provider, such as acupuncturists, naturopaths, psychotherapists
- ▶ any organisation offering a health service, such as public and private hospitals, or day surgeries and medical centres.

What can I complain about?

You can complain about:

- ▶ the professional conduct of a health practitioner
- ▶ the clinical care and treatment.



How can I make a complaint?

Your complaint must be in writing. You can access a complaint form on our website www.hccc.nsw.gov.au or you can simply write a letter.

Before you write your complaint, you may wish to contact the Commission's Inquiry Service on **(02) 9219 7444** or toll free on **1800 043 159** to discuss your concerns. Sometimes there are more suitable and faster ways to resolve your concerns than lodging a formal complaint. The Inquiry Service staff will advise you how to best address your concerns.

If you have difficulties writing your complaint, you can request help from the Inquiry Service staff.

The Commission uses interpreting services to assist people whose first language is not English. Details can be found at the end of this brochure.

What information should I include in a complaint?

- ▶ Your complaint should include what actually happened, where and when the event occurred, and who was involved.
- ▶ Include information about any actions you have already taken to resolve your concerns.
- ▶ State what outcome you seek from making a complaint.
- ▶ Attach any additional information and copies of other relevant documents to the complaint.