

What happens next?

1. When the Commission receives your complaint, it will notify you in writing and advise you of the contact details of your case officer.
2. Usually, the Commission will provide a copy of your complaint to the health service provider so they have the opportunity to respond to the complaint.
3. The Commission has 60 days to assess your complaint. To do so, it considers the information provided and may obtain further relevant information, for example medical records.

NOTE

If you believe that notifying the provider would put a person at risk or would prejudice an investigation, you must clearly explain why in your written complaint.

What outcome can I expect?

When the Commission has assessed all relevant information, it will decide how to best manage your complaint.

The Commission has a variety of options. Your case officer will contact you to advise you of the assessment decision.

All the parties involved 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).



HEALTH CARE
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English
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CONCERNED ABOUT YOUR HEALTH CARE?



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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 the patient and the 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/publications.

In some cases you may not be satisfied with the provider's response. Then you should 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?

The Health Care Complaints Commission is an independent body dealing with complaints about health services provided in NSW.

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

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 other concerned person.

Who can I complain about?

The Commission deals with complaints about any health service provider in NSW. This includes:

- ▶ registered practitioners such as doctors, nurses and dentists
- ▶ unregistered providers, such as acupuncturists, naturopaths, and psychotherapists
- ▶ health service organisations such as public and private hospitals and medical centres.



How can I make a complaint?

Your complaint to the Commission must be in writing. You can download a complaint form from our website www.hccc.nsw.gov 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 to put your complaint in writing, you can request help from the Inquiry Service staff.

The Commission uses interpreting services to assist people whose first language is not English. 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** (Monday to Friday 9.00am–5.00pm).

What information should I include in a complaint?

In general, a written complaint should outline clearly what actually happened, where and when the event occurred, and who was involved.

Attach any additional information and copies of relevant documents to the complaint.

Include information about any actions you have already taken to resolve your concerns.