



COMPLAINTS TO THE OFFICE OF THE HEALTH COMPLAINTS COMMISSIONER

WHAT IS THE OHCC

The OHCC is an impartial and independent statutory body. We are not an advocate. The OHCC acts to promote and protect the rights of consumers who use health services and to improve the safety and quality of health services in Tasmania.

WHAT IS THE DIFFERENCE BETWEEN OHCC AND AHPRA

The OHCC attempts to resolve problems between consumers and health service providers, improve the safety and quality of health services in Tasmania, and promote and protect the rights of consumers who use health services. The OHCC cannot take any regulatory action against a health service provider. AHPRA's primary role is to protect the public and set standards and policies that all registered health practitioners must meet.

DO WE TELL AHPRA ABOUT THE COMPLAINT

Yes. Our Office is required to notify AHPRA upon receipt of a complaint about a registered practitioner. As the complaint continues through the assessment process, we will continue to communicate with AHPRA and keep you informed of the outcome. The complaint may be referred to AHPRA after consultation with the OHCC for further consideration.

WHY ARE WE CONTACTING YOU

We will ask the complainant if they resolved the complaint with you first, where appropriate. Our Office may contact you because of an unresolved complaint. This may happen because the complainant did not receive a response, received a response that they were not satisfied with, or were unable to raise their concerns with you directly.

We may also contact you about complaints we believe could be quickly resolved between yourself and the consumer and seek some resolution.



TIPS FOR RESOLVING COMPLAINTS



When a complaint has been raised directly with you, the first step is to acknowledge the complaint in a timely manner and include an outline of your complaints process to the complainant. Be clear on an expected time frame for a response and commit to it.

Make sure you understand the specific issues raised in the complaint and what the complainant is seeking as an outcome. Communicate in clear and simple language by avoiding medical jargon and technical terms.

If the complaint identifies any systemic issues these should be considered and addressed. Often, a complainant feels their concerns have been acknowledged when you are apologetic, have explained what occurred or the decisions made, acknowledges the complainant's experiences and how it can be prevented from happening again. Good communication will always help reduce the likelihood of complaints escalating

OUR ROLE IN YOUR COMPLAINT

We will contact you with the details received from the complainant about the issues identified from unresolved complaints. In most cases, we will ask for any correspondence that you, or someone on your behalf (e.g. practice manager), has provided to the complainant, medical records and relevant policies, procedures or guidelines.

We will assess the complaint and determine whether it needs to be referred to conciliation, investigation, to AHPRA or another body or closed. In completing the assessment, we act independently and impartially and can make suggestions or recommendation to improve health service delivery.

NOTIFYING MEDICAL INDEMNITY INSURER

We understand you may be feeling anxious or concerned when a complaint has been made about you. You may wish to consider contacting your insurer or legal advisor.

You can contact the OHCC and we can talk through your concerns and explain the complaints process to you. It is important to know that this is not a legal process, and we review all information thoroughly and remain impartial.

CONTACT US



<https://www.healthcomplaints.tas.gov.au>



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