



COMPLAINTS TO THE OFFICE OF THE HEALTH COMPLAINTS COMMISSIONER

WHAT YOU CAN COMPLAIN ABOUT

An issue with a health service provider in Tasmania within the last **2 years**. This includes public or private hospitals or clinics, registered providers like GPs, doctors, dentists, nurses, dieticians, psychologists and community health services.

HOW TO COMPLAIN



Before making a complaint to us, and where appropriate to do so, it is a requirement to **raise your concerns with the health service provider**. This is the quickest and easiest way to resolve your complaint.



Complaints **must** be made in writing. You can do this by filling out a complaint form, an online complaint form or send an email or letter.

WHAT WE CAN DO

Referral

- complaints that fall out of the jurisdiction
- refer to another appropriate entity
- requirement to consult on complaints about registered health practitioners with AHPRA which may be referred.

Assessment

- to determine whether to complete early resolution, refer, conciliate, investigate or dismiss the complaint
- enquiries can be made during the assessment to obtain relevant information.

Conciliation

- voluntary process for an opportunity to resolve a complaint in a collaborative way that is confidential and privileged
- outcomes that can be achieved are explanations, apologies, refunds and quality improvement.

Investigation

- investigations are undertaken where complaints raise serious systemic or public interest issues
- recommendations can be made to health service providers.

CONTACT US



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



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