

How to make a complaint

Complaints about health care providers

Easy Read version



How to use this document



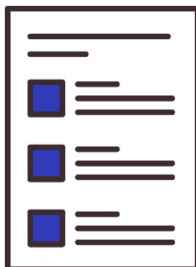
We are the Health Complaints
Commissioner Tasmania.

We wrote this document.

Bold
Not bold

We wrote some words in **bold**.

We explain what these words mean.



There is also a list of these words on page [23](#).



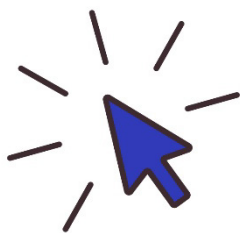
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of a webpage.

It only includes the most important ideas.



You can find the webpage on our website.

www.healthcomplaints.tas.gov.au/complaints

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What you can make a complaint about



A **complaint** is when you tell someone that something:

- has gone wrong
- isn't working well.

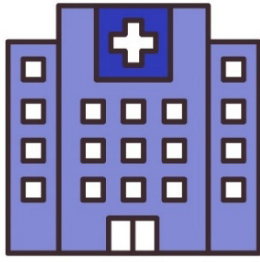


You can make a complaint to us about a health care **provider** in Tasmania.



Providers support people by giving them a service.

Health care providers can include:



- health organisations, like hospitals



- health care professionals, like doctors.

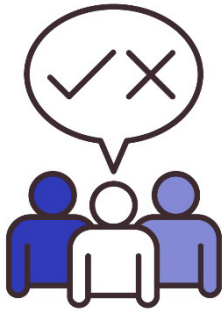
For example, you might have
a complaint about:



- the care you received



- the way your health care provider makes decisions.



We are **independent**.

This means we:

- make our own decisions
- don't take sides.

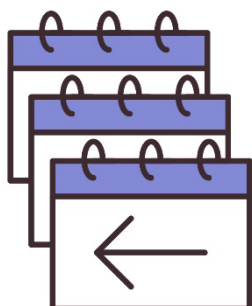


Our service is free.

Complaints we can't help you with



We can't help you with complaints about health care providers outside of Tasmania.



We might not be able to help if your complaint is about something you have known about for **more than 2 years.**



A different organisation might be able to help you with your complaint.



You can find out who you should make a complaint to on our website.

[www.healthcomplaints.tas.gov.au/
complaints/referrals](http://www.healthcomplaints.tas.gov.au/complaints/referrals)

Before you make a complaint to us



You should tell the health care provider what your complaint is about before you tell us about it.



You might be able to work together with the health care provider to make it better.

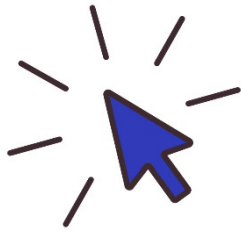
You should:



- write to the health care provider about the issue



- give them **20 week days** to reply.



You can find some tips to help you talk to your provider on our website.

[www.healthcomplaints.tas.gov.au/
complaints/tips-for-making-
a-complaint-yourself](http://www.healthcomplaints.tas.gov.au/complaints/tips-for-making-a-complaint-yourself)



If you're still not happy, you can make a complaint to us.

How to make a complaint



You can only make a complaint to us if the issue affected you.



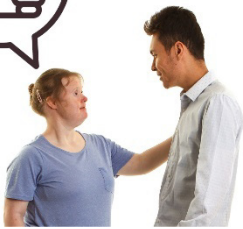
You can also choose someone you trust to make a complaint for you.

We call this person your **representative**.



For example:

- a friend
- a family member.



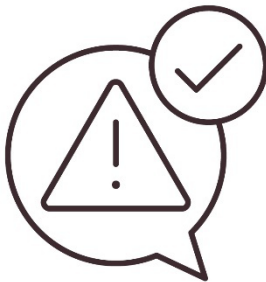
We will check if you agree to have your representative make a complaint for you.



Your representative will also need to give us proof that they can speak for you.

For example, a letter that:

- explains how they can speak for you
 - you have both signed.
-



You need to contact us to explain your complaint clearly.



You should tell us what you have already done to try to fix the issue.

You should include:



- your contact details



- your provider's contact details



- the names of other people you have contacted.

You should also include:



- important dates, like the date when the issue started

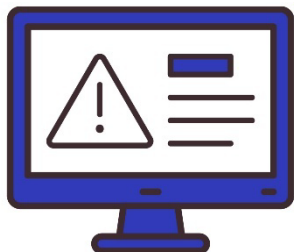


- copies of letters and documents.



You also need to tell us what you want to happen after you make a complaint.

How to send us your complaint



You can fill out our complaint form online.

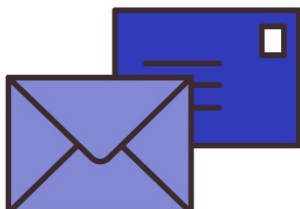
forms.justice.tas.gov.au/prd?entitytype=Health&layoutcode=WF_Health_Case_Maintenance

You can:



- download the complaint form
- print it out.

www.healthcomplaints.tas.gov.au/complaints



You can send us the form in the mail.

GPO Box 960
Hobart 7001

You can give us the form in person.



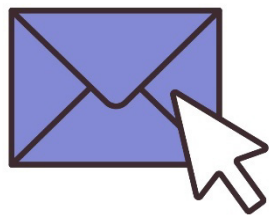
Level 6

NAB House

86 Collins Street

Hobart, Tasmania

7001



You can also email the form to us.

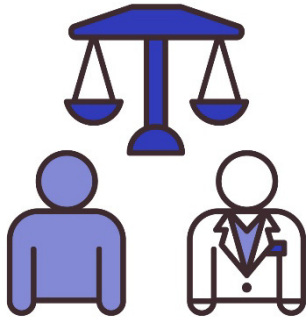
health.complaints@healthcomplaints.tas.gov.au



You can call us to tell us your complaint.

1800 001 170

What we will do



We will treat you and the health care provider equally.

We will:

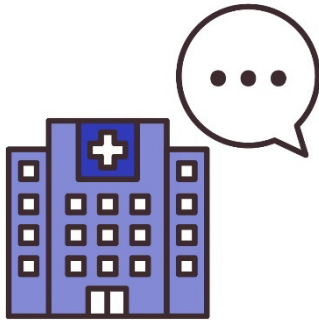


- look at the information you have given us



- talk to you about what happened.

We will also:



- contact the health care provider that your complaint is about



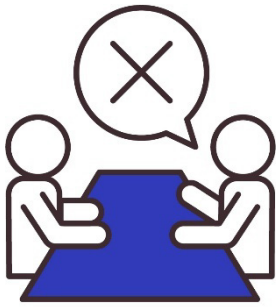
- ask them for information about what happened.



We can only do this if you have written to say we can.



We will let you know what is happening with your complaint.

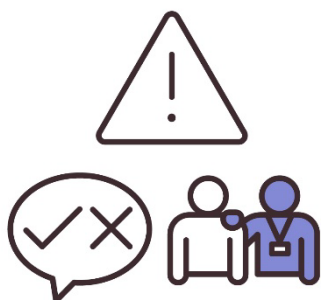


Sometimes we can't help with a complaint.



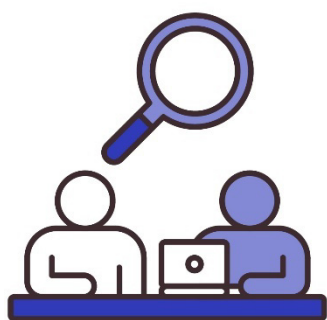
But we can connect you with an organisation who can help you.

Complaints about us



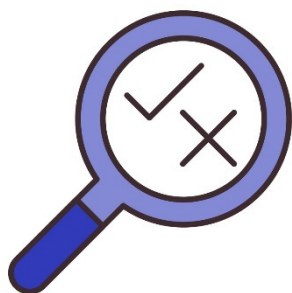
You can make a complaint about:

- a decision we made
- our services.

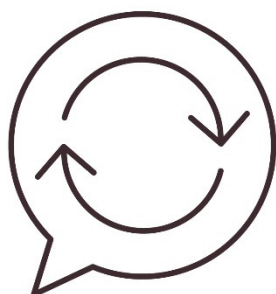


You can ask for an **internal review** of a decision.

An internal review is when we check:



- how we made a decision



- if we need to change a decision.



You can make a complaint about our services.

It is best you try talk to the person your complaint is about first.



They might:

- say sorry
- tell you why they did something
- ask their manager to help.



You can also ask for help from the person's manager.



You might do this if you don't want to keep working with the person your complaint is about.



You can also make a complaint about us to Ombudsman Tasmania.



You can call them.

1800 001 170



You can send them an email.

ombudsman@ombudsman.tas.gov.au

Word list

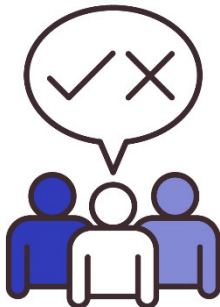
This list explains what the **bold** words in this document mean.



Complaint

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



Independent

When an organisation is independent, they:

- make their own decisions
- don't take sides.



Internal review

An internal review is when we check:

- how we made a decision
- if we need to change a decision.



Provider

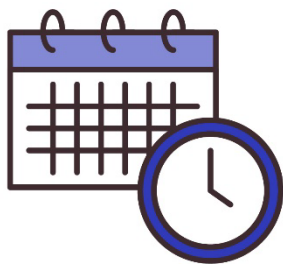
Providers support people by giving them a service.



Representative

A representative is someone you choose to make a complaint for you if you can't.

Contact us



Our office is open:

- Monday to Friday
- 9:00 am to 4:30 pm.

You can visit us.

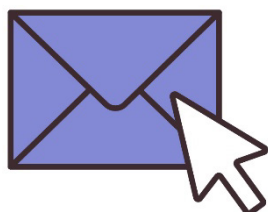


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