



# MAKING A COMPLAINT

You have the right to access safe, quality healthcare and to be treated with respect. Raising your concerns when this doesn't happen protects your rights and can improve the health system for all Victorians.

For more information or to fill out an online complaint form, visit [hcc.vic.gov.au](http://hcc.vic.gov.au)

Call **1300 582 113** between 9am and 5pm, Monday to Friday to discuss your complaint.



# MAKING A COMPLAINT



## WHAT CAN I MAKE A COMPLAINT ABOUT?

Issues you can make a complaint about include:

- unsatisfactory treatment
- admission or referral problems
- poor communication
- lack of respect or privacy
- negligent or unprofessional behaviour
- mishandled health information.

You can make a complaint about any health service provider in Victoria. This includes public or private hospitals, community health services, registered providers like doctors and dentists or non-registered providers such as counsellors and alternative therapists.

You can also make a complaint about anyone who holds your health information, including non-health service providers such as schools and insurers, about how they handle that information.

## HOW DO I MAKE A COMPLAINT?

The first step is to let your provider know about your concerns. If this does not resolve the issue or you feel you can't approach them, ask us for help.

Anyone can lodge a complaint with us online, by phone or in person. If you're making a complaint for someone else, you should get their consent first.

## WHAT HAPPENS NEXT?

We work with you and the provider to resolve complaints quickly, fairly and effectively.

We can help you get:

- explanations about what happened
- apologies
- access to treatment
- access to records
- refunds or compensation
- changes in policy or practice to prevent future problems.

We can also launch formal investigations and warn the public about dangerous health service providers.

Our service is free, confidential and impartial.

### Contact us

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Visit or write to us at Level 26, 570 Bourke Street, Melbourne Victoria 3000



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[relayservice.gov.au](http://relayservice.gov.au)



Need an interpreter?  
TIS National: **131 450**