

**MEDIA RELEASE**

**January, 2024**

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**The Victorian Health Complaints Commissioner has released the 2022-2023 Annual Report.**

In the 2022-23 financial year, the Health Complaints Commissioner received 5,724 complaints and 2,586 enquiries about health services provided in Victoria, which is relatively stable compared to previous years post COVID.

The Commissioner also commenced 24 investigations with a further 51 investigations finalised during the same period. Investigations led to 50 interim or permanent prohibition orders issued against general health service providers who the Commissioner considered posed a serious risk to the life, health, safety and/or welfare of a person or the public.

The Commissioner also issued three General Health Warning Statements during 2022-23 related to two Massage Therapist/Myotherapists and one General Health Service Provider.

The full Annual report is now available to download from the HCC [website](#). The report includes a detailed breakdown of health complaints received and finalised by the HCC in the 2022-23 financial year, as well as several case studies that illustrate our work.

The Health Complaints Commissioner relies on the public to raise their concerns. If any person is concerned about a health service provider in Victoria, they can lodge a complaint online through our website or call 1300 582 113.

**ENDS**

The Health Complaints Commissioner is an independent statutory body responsible for regulating health services in Victoria and derives powers from the *Health Complaints Act 2016*. We resolve complaints about healthcare and the handling of health information in Victoria. We can also investigate matters and review complaints data to help health service providers improve the quality of their service. We act independently and impartially.

For details of interim prohibition orders and permanent prohibition orders, visit: <https://hcc.vic.gov.au/prohibition-orders-warnings/prohibition-orders> For more information the services offered by the HCC and how to lodge a complaint, visit: <https://hcc.vic.gov.au>

For more information or media enquiries please contact: [media@hcc.vic.gov.au](mailto:media@hcc.vic.gov.au)

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