



## Office of the Health Services Commissioner COMPLAINT FORM

30/570 Bourke Street, Melbourne, Victoria 3000.  
Complaints: 8601 5200 Toll Free: 1800 136 066 Fax: 8601 5219  
Website: <http://www.health.vic.gov.au/hsc>

**CONTACT OFFICER:**

**REF.**

Office use only

### **ABOUT YOU THE COMPLAINANT**

Name: (Dr / Mr / Mrs / Ms / Miss)		
Address:		
		Postcode:
Telephone number	Home: ( )	Business: ( )
Date of Birth:	Country of Birth:	
Do you identify as an Aboriginal or Torres Strait Islander? <i>please circle</i> <b>YES</b> <b>NO</b>		

Relationship to patient/service user: (eg. self, son, sister, parent etc)
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DO YOU OR THE PATIENT/SERVICE USER REQUIRE AN INTERPRETER? <i>please circle</i> <b>YES</b> <b>NO</b>
If yes, preferred language:

### **ABOUT THE PATIENT/SERVICE USER**

*(ONLY complete if you are complaining on behalf of someone else)*

Name: (Dr / Mr / Mrs / Ms / Miss)		
Address:		
		Postcode:
Telephone number	Home: ( )	Business: ( )
Date of Birth:	Country of Birth:	
Do you identify as an Aboriginal or Torres Strait Islander? <i>please circle</i> <b>YES</b> <b>NO</b>		

### **THE PERSON/ORGANISATION YOU ARE COMPLAINING ABOUT**

Name of Person/Organisation		
Specialty if applicable (eg. Orthodontist, Cardiologist etc.)		
Address:		
		Postcode:
Telephone number	Business: ( )	Mobile: ( )

If you received a health service were you a <b>PUBLIC</b> or <b>PRIVATE</b> patient? <i>circle choice</i>
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## Privacy Statement

The Office of the Health Services Commissioner collects personal and health information relating to you (or the person on who's behalf you are complaining) in its role as a complaints handling body and to report on the functions and activities of the office.

The authority to collect and report this data is contained in the *Health Services (Conciliation and Review) Act 1987* and the *Health Records Act 2001* and is reported only in a de-identified form. Some de-identified case examples are used in the annual report and/or for training purposes. If you do not want your case examples used in this manner please contact the Registrar on 8601-5222.

The Health Services Commissioner's ability to assess and resolve your complaint may be hindered if you do not disclose all pertinent information.

The information this office holds about you can be accessed by application under the *Freedom of Information Act 1982*.

## AUTHORISATIONS

### **AUTHORITY TO COMPLAIN**

PLEASE COMPLETE THIS SECTION IF SOMEONE OTHER THAN THE PATIENT/SERVICE USER IS LODGING THE COMPLAINT. *(It is HSC policy to deal directly with the service user whenever possible. Exceptions to this are when the user is a young child, where a guardian is appointed or at the discretion of the HSC.)*

I..... hereby appoint .....as my  
*(print Service User's name)* *(print name of Complainant)*

**representative in lodging a complaint on my behalf. I have seen a copy of the privacy statement regarding the collection of my personal and health information.**

**Signature of Patient/Service User..... Date...../...../.....**

### **AUTHORITY TO FORWARD COMPLAINT AND ACCESS TO RECORDS**

#### To whom it may concern

I..... give permission for the Health Services Commissioner and Staff to forward to the person/organisation a copy of the complaint, contact them about my complaint and if necessary to access my health information/medical records.

**Signature..... Date...../...../.....**



## Office of the Health Services Commissioner INFORMATION SHEET FOR COMPLAINANTS

Complaints: 8601 5200 Toll Free: 1800 136 066 Fax: 8601 5219  
Website: <http://www.health.vic.gov.au/hsc>

### ***Function***

In Victoria individuals have a right of access to their health information and to make complaints about health service providers. The Health Services Commissioner (HSC) is an independent statutory authority established to receive and resolve complaints about health service providers. The HSC also protects the privacy of and your right of access to your health information held by any person or organisation in Victoria. Our service is free and confidential.

### ***You may bring a complaint against any health service provider including:***

- \* Medical Practitioners
- \* Dentists
- \* Alternative Therapists
- \* Hospitals (Public & Private)
- \* Physiotherapists
- \* Nurses
- \* Occupational Therapists
- \* Optometrists
- \* Chiropractors
- \* Any health service provider who has provided you with a health service

***or***

- \* Any person or organisation that collects and/or handles health information.

### ***Process***

- Wherever possible, you are encouraged to resolve complaints directly with the person or organisation. The first step should be to discuss your concerns with them. Sometimes this is difficult and we can help you with this.

***If the complaint is not resolved, then contact us.***

- You will be asked to give details about your complaint. The HSC decides whether to approve or decline the complaint. You will be told of the decision soon after we receive your complaint.
- Your complaint needs to be in writing and we can help you with this. It will be sent to the person or organisation asking for a reply. We ask for a reply within 2 weeks but some cases can take longer.
- They may respond to us or directly to you with a copy to us.
- If the response does not satisfy your concerns, we ask you to tell us promptly why you were dissatisfied. We will talk to you to see if there is anything further that can be achieved, what your options are, including conciliation (confidential negotiation) of your concerns which may include claims for damages or remedial treatment.
- You may be asked to provide evidence to support your complaint. You may substantiate your claims by obtaining reports from current treating practitioners, copies of hospital records etc. You should collect evidence as soon as possible if you believe you have been harmed by a treatment.
- Once the issues have been addressed to your satisfaction, or the HSC decides that nothing further can be achieved, you and the person or organisation will be notified in writing that the file has been closed.
- A person cannot be penalised because of complaining to the HSC. It is an offence to threaten, intimidate, persuade or attempt to persuade another person not to complain to the HSC.