

How we handle complaints

We usually seek a response from the service provider after receiving a written complaint from a consumer.

A complaint may be resolved early with our assistance, or it may proceed to conciliation or investigation.

We will make every effort to deal with the issues as quickly as possible, although complex complaints may take longer to resolve. Whether your complaint is simple or complex, it will be taken seriously and dealt with thoroughly.

The impartial assessment of complaints helps service providers get feedback on their service, improving the standard of health care for you and for others.

Conciliation

Conciliation is a voluntary process which offers you the opportunity to resolve your complaint with the assistance of a skilled conciliator.

Investigation

Investigation involves a thorough review of a complaint to determine whether any unreasonable conduct has occurred. We may make a recommendation to the provider as a result.



For health or disability service complaints, please contact:

Office of Health Review

Telephone: (08) 9323 0600

Freecall: 1800 813 583

Facsimile: (08) 9221 3675

email: mail@healthreview.wa.gov.au

web: www.healthreview.wa.gov.au

Post: PO Box B61 Perth WA 6838

TTY: 9323 0616

This brochure is available on audio tape, in Braille or community languages on request.

Interpreting services are available from the Translating and Interpreting Service (TIS) on 13 14 50.



MAKING A COMPLAINT

about a

HEALTH SERVICE

If you cannot resolve an issue with a health provider you can make a complaint to the Office of Health Review.

We offer an impartial view and work with both parties to achieve a fair outcome.

Services you can complain about

The Office of Health Review is an independent statutory body that seeks to resolve health and disability service complaints.

You can make a complaint about public or private health services, and anyone who claims to provide a health service. Some examples are:

- Ambulance Service
- Chiropractors
- Dentists
- Hospitals (public and private)
- Medical Practitioners (GPs and specialists)
- Medical research programs
- Nurses
- Nursing homes, hostels or supported residential services
- Occupational Therapists
- Optometrists
- Pharmacists
- Physiotherapists
- Podiatrists
- Psychologists
- Screening and immunisation services
- Social Workers (in a health setting)

There are strict penalties in place to prevent a health provider from penalising a person for making a complaint to this Office.



What complaints do we deal with?

The Office can deal with complaints that allege a provider has:

- acted unreasonably in the way a service has been provided
- provided a service that was not ideally suitable or adequate for the user's needs
- acted unreasonably by denying or restricting the user's access to records
- breached patient confidentiality
- charged an excessive fee, or acted unreasonably about a fee.

We can consider whether a public provider has unreasonably refused a health service.

Note: The Office does not deal with matters that:

- are more than a year old
- have already been decided by a court or tribunal
- are vexatious, trivial or without substance.

What to do

If you are unable to resolve the complaint with the service provider, you can make a complaint to the Office of Health Review.

The complaint should be made in writing, unless there is a good reason. The form may be written in English or any other language.

You may nominate a representative to lodge a complaint on your behalf.

We can also assist you or your authorised representative with completing your complaint form.

Complaint forms are available by telephoning (08) 9323 0600 or 1800 813 583 (free call).

