

How we deal with a complaint

After receiving a written complaint, the Office of Health Review will normally contact the health service provider and seek a response.

A complaint may be settled early with our assistance, or it may proceed to conciliation or investigation, whichever best suits the circumstances.

Every effort will be made to deal with the issues as quickly as possible, but more complex complaints may take longer to resolve.

Whether your complaint is simple or complex, it will be taken seriously and will be dealt with conscientiously by the Office, with complete confidentiality and impartiality.

Unless special circumstances apply, the Office does not investigate matters which are more than 12 months old.

The Office will not investigate matters which have already been decided by a court or a tribunal.



If you have a health or disability service complaint contact the:

Office of Health Review
Level 17
St Martins Tower
44 St Georges Terrace
Perth WA 6000

Telephone: (08) 9323 0600
Facsimile: (08) 9221 3675
Country free call: 1800 813 583

Postal Address:
GPO Box B61 Perth WA 6838

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 131450.

Making a complaint about a health service

You have the right to quality health care, respect for your privacy and dignity, and to be fully informed on matters affecting your health care

You also have the right to complain.

Your complaint will help to improve the standard of health care, for you and for others.



What services can I complain about?

Complaints may be made about public or private health services. Some examples are:

- Ambulance services
- 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
- Speech pathologists

In fact, you can complain about anyone who claims to provide a health service.

What may be included in a complaint

The Office of Health Review deals with complaints that a health provider has:

- acted unreasonably in the way a health service has been provided
- provided a health service that was not 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.

In the case of a public provider only, the Office can also consider whether a health service has been unreasonably refused.

What to do about a complaint

If you are unable to resolve the complaint by agreement with the health provider, you may make a complaint to the Office of Health Review in person, by telephone or in writing.

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

Unless there is a good reason, the complaint should be in writing. Complaint forms are available from this Office by telephoning (08) 9323 0600 or 1800 813 583 (Country free call).

The form may be written in English or any other language.

Office of Health Review staff can assist you or your authorised representative with completing the Complaint Form.

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