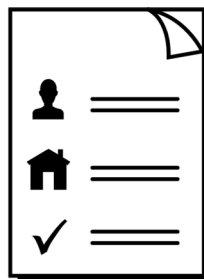




# Complaints about health services

## Health Care Complaints Commission brochure



**Easy Read**

## About this booklet



This booklet is from the  
Health Care Complaints Commission.

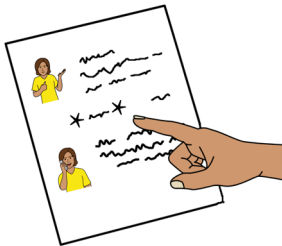


This booklet is written in a way that is easy  
to understand.



You can read more information about complaints  
on our website.

Visit [hccc.nsw.gov.au](http://hccc.nsw.gov.au)



We add a star before and after **\*hard words\***.  
Then we explain what the words mean.



You can ask someone to help you read and  
understand this booklet.



Contact information is at the end of this booklet.

# What is the \*Health Care Complaints Commission\*?



The Health Care Complaints Commission is an **\*independent\*** organisation that looks after **\*complaints\*** about health services in NSW.

We will call it the **Commission**.



Independent means we do **not** work for

- health services



- people who work in health care



- people who make a complaint.



A complaint means you tell us about something you think is wrong or not ok.



We work in a way that is fair for everyone.

## How to make a complaint



The first step is to contact the health service and tell them what happened.

Only do this if you want to.



The health service might listen and help with your complaint.



You can contact us if

- you do not want to contact the health service



- the health service has not helped with your complaint.



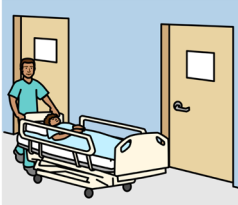
Our contact information is at the end of this booklet.



If you are in danger or need an ambulance call emergency services on 000.

# What you can complain about

We look into different types of complaints.



For example, complaints about

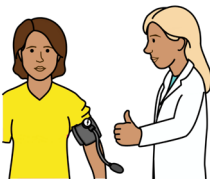
- health organisations
  - like hospitals or medical centres



- healthcare workers who are registered
  - like doctors, nurses and dentists



- healthcare workers who are not registered
  - like counsellors and massage therapists.



We look into complaints about

- the care people get from health services



- how healthcare workers treat patients.



There are some things we **cannot** do.

For example, we **cannot**



- tell a health service or healthcare worker to give money back to you or charge less



- ask for medical records to be changed



- make a health service give new or different services.

## How to make a complaint



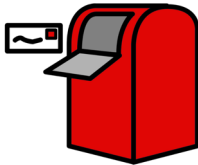
All complaints must be in writing.



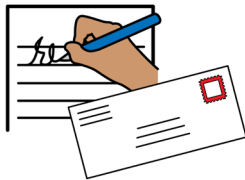
The easiest way to make a complaint is by filling in a form on our website.

Go to

[ecomplaints.hccc.nsw.gov.au/myComplaint](https://ecomplaints.hccc.nsw.gov.au/myComplaint)



You can send a written complaint in the mail.



Address your letter to

Health Care Complaints Commission

PO Box K549

HAYMARKET NSW 1240



You can also make a complaint to staff at our office at

Level 12, 323 Castlereagh Street

SYDNEY NSW 2000



If you need help with your complaint you can call

us on 1800 043 159.



Please give us as much information as you can about the complaint.



Please tell us

- who the complaint is about



- what happened and when



- what you are worried about



- who you have contacted about the complaint



- what you want to happen.

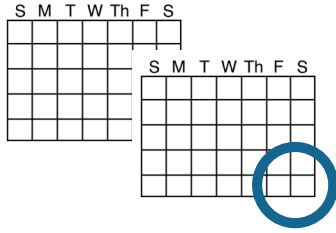


When you make a complaint you must tell the truth.



It is against the law to tell lies about a health service or healthcare worker.





## How we look into your complaint

We have 60 days to look into your complaint.



Our staff will contact you if they need more information.



You can contact our staff if you have questions.

## After we look into your complaint



After we look into your complaint we might

- find out more about the complaint



- ask the health service to give better services in the future



- ask our **\*resolution service\*** to help with the complaint



- close the complaint if there is nothing else to follow up.



Our resolution service supports you and the health service to **\*resolve\*** your complaint.



Resolve means you and the health service agree about the result.

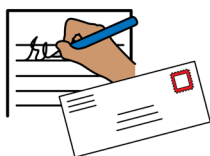


We will write to you about our decision and why we made the decision.



## How to contact us

### Write to



Health Care Complaints Commission  
PO Box K549  
Haymarket NSW 1240



You can call us from Monday to Friday  
between 9 am and 5 pm.



**Call**      02 9219 7444

Call for free if you are in NSW.



**Call**      1800 043 159



Call if you use a telephone typewriter.

**Call**      02 9219 7555



**Email**      [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)



## Help to speak and listen

If you need help to speak or listen, the National Relay Service can help you make a call.

**Call** 1800 555 660

### Website

[www.accesshub.gov.au/about-the-nrs/nrs-helpdesk](http://www.accesshub.gov.au/about-the-nrs/nrs-helpdesk)

## Help in your language



If you need help with other languages, contact the Translating and Interpreting Service.

**Call** 131 450

**Website** [www.tisnational.gov.au](http://www.tisnational.gov.au)



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For more information, please visit [easyreadaust.com.au](https://easyreadaust.com.au)