

We invite you to contact us

Have you contacted the health service or health practitioner directly?

This is often the quickest way to resolve a complaint.

We can...

By working together, the OHCC, Ahpra and the Boards can improve the quality and safety of health services.

If a Board believes there is a serious risk to public safety, it can restrict or remove a practitioner's right to practise.

We can't...

- give you advice about your health
- tell a practitioner to give you medication or treatment
- tell a practitioner to give you your health records
- help you bring legal proceedings against anybody.

Office of the Health Complaints Commissioner



Level 6
86 Collins Street
Hobart TAS 7000

GPO Box 960
Hobart TAS 7001

1800 001 170
www.healthcomplaints.tas.gov.au



Ahpra & National Boards

Level 5
99 Bathurst Street
Hobart TAS 7000

GPO Box 9958
Hobart TAS 7001

1300 419 495
www.ahpra.gov.au

National Relay Service
www.relayservice.gov.au

Translating and Interpreting Service
www.tisnational.gov.au 131 450

How to make a complaint about a:

- ▶ health service
- ▶ health practitioner

Office of the Health Complaints Commissioner (OHCC)

Australian Health Practitioner Regulation Agency (Ahpra)



What can Ahpra and the National Board do?

We can consider concerns if:

- a practitioner's behaviour is placing the public at risk
- a practitioner is practising their profession in an unsafe way
- a practitioner's ability to make safe judgments about their patients might be impaired because of their health.

We work with practitioners and their workplaces if practice improvements are required.

We take action in cases where steps taken by a practitioner and their workplaces aren't sufficient to ensure the safety of future patients.

We refer serious breaches of our codes of conduct or professional standards to independent panels or tribunals.

Our processes are free. We are impartial and we act in the public interest.

We can decide to talk to the OHCC about your complaint and refer it there if that is more appropriate.

The *Register of practitioners* is available at www.ahpra.gov.au/Registration/Register-of-Practitioners.

You can complain to Ahpra and National Boards or the OHCC about a:

- Aboriginal and Torres Strait Islander health practitioner
- Chinese medicine practitioner
- chiropractor
- dentist
- medical practitioner (doctor)
- midwife
- medical radiation practitioner
- nurse
- occupational therapist
- optometrist
- osteopath
- paramedic
- pharmacist
- physiotherapist
- podiatrist
- psychologist, or
- person claiming to be registered in one of these professions when they are not.

You can complain to the OHCC about:

All health services provided in Tasmania including:

- hospitals
- medical /dental practices
- pharmacies
- ambulance services
- mental health services
- some disability services
- all health care workers (registered or unregistered).

What can the OHCC do?

The OHCC is an independent body that receives complaints about health services in Tasmania.

You can contact the OHCC about many things, including:

- the standard of service you received
- unsatisfactory or negligent treatment
- unreasonable or unprofessional behaviour
- poor or inadequate communication
- how decisions were made
- the way a complaint was handled.

The OHCC can work with you and the health service provider to resolve your complaint.

Outcomes can include:

- an explanation about what happened, and why it happened
- an apology
- a change in policy or practice to prevent future problems
- a refund or compensation
- provision of treatment to address the concern.

The OHCC process is free, voluntary and impartial.

If the health service provider is a registered health practitioner, the OHCC must talk to Ahpra and the relevant Board about your complaint to decide whether the Board or the OHCC will manage all or part of your complaint.

More information is available on the OHCC website at www.healthcomplaints.tas.gov.au.