

We invite you to contact us



Health and Community Services
Complaints Commissioner

8226 8666 PO Box 199
1800 232 007 Rundle Mall SA 5000
(toll free from a Level 4, East Wing
landline in country SA) 50 Grenfell Street
Adelaide SA 5000
Fax 8226 8620

www.hcsc.sa.gov.au



Ahpra
& National
Boards

Level 11 GPO Box 9958
80 Grenfell St Adelaide SA 5001
Adelaide SA 5000
1300 419 495
www.ahpra.gov.au

National Relay Service
www.relayservice.gov.au

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

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 HCSCC, 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.

How to make a complaint about a:

- ▶ health or community service
- ▶ health practitioner

Health and Community Services Complaints Commissioner (HCSCC)

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 HCSCC 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 HCSCC 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 HCSCC about:

- hospitals
- medical practices
- ambulances
- mental health services
- unregistered health providers such as counsellors, massage therapists, homeopaths, naturopaths, iridologists, personal care attendants/aged care workers etc
- community services (including disability).

What does the HCSCC do?

The HCSCC:

- supports your right to safe and high quality health care
- supports your right to complain
- is free and confidential
- is independent and doesn't take sides
- works to make sure complaints are used to improve the safety and quality of services.

If you make a complaint:

- you'll be heard
- you can change how you're treated in the future
- your complaint might make a difference for others.

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