

We can...

By working together, the HCC, 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.

Where a dangerous or unethical health provider is not registered by a Board, the HCC can prohibit them from practising.

We can't...

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

Have you contacted the health service or health practitioner directly?

This is often the quickest way to resolve a complaint.

We invite you to contact us



Australian Health Practitioner Regulation Agency

Level 8
111 Bourke Street
Melbourne VIC 3000

GPO Box 9958
Melbourne VIC 3001

1300 419 495
www.ahpra.gov.au

Aboriginal and Torres Strait
Islander health practice
Chinese medicine
Chiropractic
Dental
Medical
Medical radiation practice
Nursing and Midwifery
Occupational therapy
Optometry
Osteopathy
Pharmacy
Physiotherapy
Podiatry
Psychology



**HEALTH
COMPLAINTS
COMMISSIONER**

Level 26
570 Bourke Street
Melbourne VIC 3000

1300 582 113
www.hcc.vic.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 practitioner
- ▶ health service
- ▶ holder of health records

Health Complaints
Commissioner

Australian Health Practitioner
Regulation Agency



What can the Australian Health Practitioner Regulation Agency do?

AHPRA receives complaints about registered health practitioners for the relevant Board¹. The Board registers health practitioners so they can practise their profession in Australia. The *Register of practitioners* is available at www.ahpra.gov.au/Registration/Register-of-Practitioners.

The Board will act to protect the public 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.

The Board might need to gather more information before it can take action.

The Board can ensure that to keep practising, the practitioner must:

- work with a supervisor
- have further education
- do or not do something to keep the public safe.

The Board can decide to talk to the HCC about your complaint.

For very serious matters, the Board may refer the practitioner to the Victorian Civil and Administrative Tribunal. The tribunal can suspend or cancel the practitioner's registration.

If you make a complaint to a Board, AHPRA will update you about what is happening and let you know the Board's final decision.

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¹ Aboriginal and Torres Strait Islander Practice Board of Australia, Chinese Medicine Board of Australia, Chiropractic Board of Australia, Dental Board of Australia, Medical Board of Australia, Medical Radiation Practice Board of Australia, Nursing and Midwifery Board of Australia, Occupational Therapy Board of Australia, Optometry Board of Australia, Osteopathy Board of Australia, Paramedicine Board of Australia, Pharmacy Board of Australia, Physiotherapy Board of Australia, Podiatry Board of Australia, Psychology Board of Australia

You can complain to either **AHPRA** or **HCC** 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, or
- psychologist.

You can complain to the **HCC** about:

Any health service in Victoria:

- hospitals
- medical/dental practices
- community health services
- pharmacies
- ambulance services
- any providers not registered with a Board such as counsellors and alternative therapists.

What can the Health Complaints Commissioner do?

The HCC resolves complaints about healthcare and the handling of health records in Victoria.

You can make a complaint about anyone who holds your health information, including schools and insurers, if you are not satisfied with how they manage that information.

You can make a complaint about:

- unsatisfactory treatment
- admission or referral problems
- poor communication
- lack of respect or privacy
- negligent or unprofessional behaviour
- mishandled health information.

The HCC can work with you to get:

- an explanation about what happened, and why it happened
- an apology
- access or amendment to health records
- a refund or compensation
- a change in policy or practice to prevent future problems.

The HCC complaints process is free, voluntary and impartial, and you don't need a lawyer. The HCC cannot force participation in complaints resolution.

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