

# Take Action! Factsheet 4: What to Expect from Your Complaint



This document was written by the [Health Care Consumers Association](#).



We speak up for people in the ACT.

We work on health care issues.



This guide tells you what to expect when you have made a **health complaint**.



A health complaint is when you tell someone about problems with your health care.

Everyone has the right to speak up about their health care.

## When you make a health complaint



Your complaint will be shared with the health service you make the complaint about.

The service will deal with your complaint.



They will share their side of what happened.



The service will tell you what they have done about your complaint if you ask.

They may not tell you what they have done unless you ask them.

## What to expect when you make a complaint



- To be treated with respect from everyone involved

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- That your care will not get worse after you make the complaint



- For your complaint will taken seriously



- You will get a response in a reasonable amount of time



- You will receive an honest response.

## Each service handles complaints differently



You have the right to receive a response to your complaint.



You can ask:

- how the complaint process works



- what happen after you have made the complaint



- how long the complaint process takes



- for updates about your complaint.

## Public health services



If your complaint is made in the ACT the service will contact you within 5 days:

- By post
- Or email.



They might ask for more information if needed.



If the service needs longer than 5 days you will receive a response within 35 days.

## If you are not happy with how your complaint has been handled



If you are unhappy, you can contact the ACT Health Services Commissioner.

Phone: 02 6205 2222

Email: [HRCIntake@act.gov.au](mailto:HRCIntake@act.gov.au)



The commissioner will help you with your complaint if it is about:

- Health professionals in the ACT
- Health services in ACT
- Anyone who offers health services in ACT.



The commissioner will help you to get:

- An explanation
- An apology
- A refund

The commissioner can also help change how things happen in the future.



ACT HUMAN RIGHTS  
COMMISSION

- They can investigate the issue.
- They can arrange **conciliation**.



This is when everyone involved gets together.

- They all talk through the issue.
- They try to solve it together.

## What else can the health commissioner do?



The Health Services Commissioner will make changes if the **Code of Conduct for Health Care Workers** has been broken.



They can:

- Change the way the health professional works



- Stop the health professional from working



- Set rules on how the health professional can work



- Warn the public about the health professional or service.