

# How to make a complaint about your health care



NSW Health wrote this information.



When you see the word **we** it means  
NSW Health.



We wrote this guide in Easy Read.

We use pictures to explain some ideas.



You can ask for help to read this guide.

This might be a

- Family member
- Friend
- Support worker.

## Your rights



You have a right to get good and safe health care.



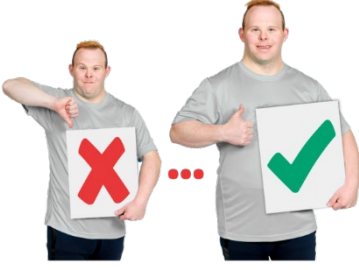
You also have a right to make a **complaint** if you do not get good and safe health care.

A **complaint** is when you tell someone you are not happy with something they did.



We have a **policy** to make sure we look after your complaints.

The **policy** says what the rules are for complaints.

|                                                                                    |                                                                                       |
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|                                                                                    | We have this policy to make sure we                                                   |
|   | <ul style="list-style-type: none"> <li>• Listen to your complaints</li> </ul>         |
|  | <ul style="list-style-type: none"> <li>• Make things better for next time.</li> </ul> |

## When you make a complaint



You can make a complaint if you are not happy with a NSW Health service.



This might be about a place like a

- Hospital
- Health centre.

You can make a complaint if you think we



- Did something wrong



- Could do something better.

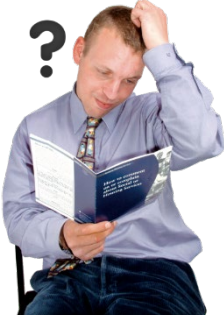
|                                                                                     |                                                                               |
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|    | <p>When you make a complaint we will treat you with respect.</p>              |
|    | <p>We ask that you also treat us with respect if you tell us a complaint.</p> |
|   | <p>We will keep your information <b>confidential</b>.</p>                     |
|  | <p>This means we will not tell other people what you have said.</p>           |

| What we will do                                                                     |                                                                                       |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|    | <p>When we get your complaint we will</p>                                             |
|    | <ul style="list-style-type: none"> <li>• Tell you we got your complaint</li> </ul>    |
|  | <ul style="list-style-type: none"> <li>• Write your complaint down</li> </ul>         |
|  | <ul style="list-style-type: none"> <li>• Contact you to ask what happened.</li> </ul> |

|                                                                                     |                                                                                      |
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|    | <p>After we contact you we will</p>                                                  |
|    | <ul style="list-style-type: none"> <li>• Think about what you have said</li> </ul>   |
|   | <ul style="list-style-type: none"> <li>• See if there are any risks</li> </ul>       |
|  | <ul style="list-style-type: none"> <li>• See if we need more information.</li> </ul> |

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|    | <p>After we have all the information we will</p>                                       |
|    | <ul style="list-style-type: none"> <li>• Talk to you</li> </ul>                        |
|   | <ul style="list-style-type: none"> <li>• Do things to make the issue better</li> </ul> |
|  | <ul style="list-style-type: none"> <li>• Keep a record of the things we do.</li> </ul> |

| How to make a complaint                                                             |                                                                    |
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|    | There are lots of ways to make a complaint.                        |
|                                                                                     | You can make a complaint to NSW Health                             |
|    | <ul style="list-style-type: none"> <li>• In person</li> </ul>      |
|  | <ul style="list-style-type: none"> <li>• In writing</li> </ul>     |
|  | <ul style="list-style-type: none"> <li>• By email</li> </ul>       |
|  | <ul style="list-style-type: none"> <li>• Over the phone</li> </ul> |
|  | <ul style="list-style-type: none"> <li>• Online.</li> </ul>        |

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|    | <p>We know it can be hard for some people to make complaints.</p>             |
|    | <p>You can ask for help if you need support to make a complaint.</p>          |
|                                                                                     | <p>You can ask</p>                                                            |
|   | <ul style="list-style-type: none"> <li>• A doctor or nurse</li> </ul>         |
|  | <ul style="list-style-type: none"> <li>• A friend or family member</li> </ul> |
|  | <ul style="list-style-type: none"> <li>• Your support worker.</li> </ul>      |

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|    | <p>You can ask someone you trust to make a complaint for you if you need support.</p> |
|    | <p>You can also make complaints <b>anonymously</b>.</p>                               |
|   | <p>This means you do not tell us who you are when you make the complaint.</p>         |
|  | <p>We say it is better if you tell us who you are.</p>                                |

|                                                                                     |                                                                                              |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
|                                                                                     | Telling us who you are means we can                                                          |
|    | <ul style="list-style-type: none"> <li>• Give you information</li> </ul>                     |
|    | <ul style="list-style-type: none"> <li>• See if you need support</li> </ul>                  |
|  | <ul style="list-style-type: none"> <li>• Make sure we have the right information.</li> </ul> |

|                                                                                     |                                                                                                                                 |
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|                                                                                     | <p>You can also make a complaint to the <b>Health Care Complaints Commission</b>.</p>                                           |
|    | <p>The Health Care Complaints Commission is an <b>independent body</b>.</p> <p>This means they do not work with NSW Health.</p> |
|   | <p>The Health Care Complaints Commission can deal with complaints about all health services NSW.</p>                            |
|  | <p>You can make a complaint to them online.</p> <p><a href="#"><u>Health Care Complaints Commission</u></a></p>                 |

| Get more information                                                                |                                                                                                                                                                                                        |
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|    | <p>You can talk to the <b>NSW Health</b> hospital or service where you received care.</p>                                                                                                              |
|   | <p>You can call the <b>Health Care Complaints Commission</b> on 1800 043 159.</p> <p>You can call them</p> <ul style="list-style-type: none"> <li>• 9am to 5pm</li> <li>• Monday to Friday.</li> </ul> |
|  | <p>You can use the <b>National Relay Service</b> if you</p> <ul style="list-style-type: none"> <li>• Are deaf</li> <li>• Have trouble hearing or speaking.</li> </ul> <p>Their number is 133 677.</p>  |