

## Your Complaint Checklist:

Before you contact the service or the HCSCC to make your complaint, you should put together this information:

- Your name and contact details (or if a representative, your details plus the user's details);
- The name and contact details of the service (any individual and/or organisation);
- A summary of what happened, when, and why you want to complain;
- A list of what you would like to happen as a result of your complaint;
- Any records, reports, letters or other information that you think are important or relevant to your complaint;
- Any other questions that you want answered.



For more information about the HCSCC, including how to make a complaint and how to respond to a complaint, please contact the HCSCC or visit our website.

GPO Box 4409  
Darwin NT 0801

Level 5, NT House  
22 Mitchell St, Darwin NT 0800

**Phone:** 08 8999 1969  
**Freecall:** 1800 004 474  
**Fax:** 08 8999 6067  
**Email:** [hcscc@nt.gov.au](mailto:hcscc@nt.gov.au)

**TTY:** 133 677 or 1800 555 677

**Translating and  
Interpreting Service (TIS):** 131 450

**[www.hcscc.nt.gov.au](http://www.hcscc.nt.gov.au)**



## Do you have a complaint about a Health Service?

**Complaints help improve quality**

**DRIVING  
improvement**

## What is the HCSCC?

*The HCSCC is an independent body that deals with complaints about health, disability and aged services in the NT.*

*The HCSCC encourages users to contact the service first to see if you can resolve your complaint with them directly.*

## Who can complain to the HCSCC?

Any person who uses a health service can make a complaint about that service. So can their parent or guardian, a representative, a carer, staff working at a service, or another person. If you are unsure if you can make a complaint, please ask us.

## What can you complain about?

You can complain to the HCSCC about any health services in the NT, including:

- + doctors, nurses, dentists, and other health professionals;
- + public and private hospitals, clinics, health centres;
- + mental health services;
- + ambulance services;
- + alternative health services, including acupuncture, naturopathy and therapeutic massage.

## Before you make a complaint

Think about the things that you want to complain about and how to clearly explain them. Sometimes it helps to make a list.

- + Make a summary of what has happened, including names and dates and why you want to complain;
- + Think about what you would like to happen in response to your complaint;
- + Keep a record of discussions or letters about your complaint.

## Complaining to the Service

- + Complain as soon as possible after a problem occurs;
- + Try to keep calm when speaking to the service;
- + Try to be realistic about outcomes you are seeking;
- + You can ask a friend or relative to be with you when you speak to the service;
- + Ask the service to respond to you within 30 days or another time that you agree on;
- + Make sure the service has your current contact details.

*The HCSCC does not represent anyone or take sides in a complaint. We will try to help both parties to resolve the complaint.*

## Complaining to the HCSCC

If you have tried to resolve your complaint with the service but haven't been able to; or you do not feel you can or should approach the service directly, please contact the HCSCC.

The HCSCC will:

- + Listen to your concerns and let you know how your complaint can be dealt with;
- + Refer you to someone else if we are not able to help you;
- + Explain what happens when a complaint is received;
- + Discuss options for resolving your complaint;
- + Help you to lodge your complaint if you need assistance.

Once the HCSCC receives your complaint, we will discuss it with you and decide what will happen next.

