



How to make a health complaint



Easy English

Blue Words

Some words in this book are **blue**.



We write what the blue words mean.

You can find the meaning of the blue words in the light blue boxes that look like this.

Help with this book



You can get someone to help you:

- understand this book
- find more information.



Contact information is at the end of this book.

About this book

This book is from the Health and Community Services Complaints Commission.



This book is about what to do if you want to make a **complaint** about your health care.



A complaint is when you tell us you are **not** happy with the health service you got.



This book is for complaints about health services.

Who we are



We deal with complaints about health, disability and aged care services in the Northern Territory.

We are **independent** and **impartial**.



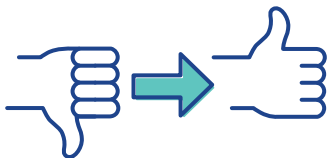
We are **not** part of your health service which means we are independent.

We do **not** take sides which means we are impartial.



We try to:

- keep you safe when you get health care
- resolve complaints
- help to improve health services in the Northern Territory.



What you can make a complaint about

Your complaint might be about the service you got from:



- public or private health care
 - for example, if you went to a doctor



- mental health care
 - for example, if you went to a **psychiatrist**.

A psychiatrist is a doctor who is an expert in mental illness.



You can contact us if you are **not** sure where to make a complaint.

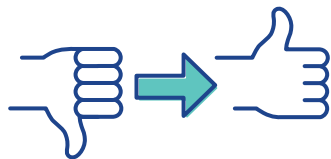
For example, if you want to make a complaint about aged care or disability services.

Before you make a complaint

You can try to get help with your complaint from the health service you used.



For example, you can contact the health care provider you want to make the complaint about.



Sometimes you can get your complaint resolved if you talk to the health service provider.

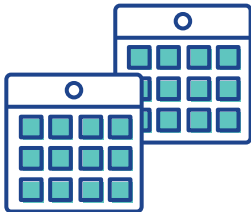


You can contact us if:

- you do **not** want to or **cannot** talk to the health service provider
- you did **not** get your complaint resolved by the health service provider.



How long you have to make a complaint



You will usually have 2 years to tell us about your complaint.

How to make a complaint



You can make your complaint by doing a form online.



We can also give you a paper form to fill out.



You can send us the paper form

- by email
- by post
- in person at our office.



What can happen after you make a complaint

To resolve your complaint the health service might:



- explain what happened
- say they are sorry about what happened
- change how things are done in the health service you made a complaint about
- offer you another health service
- give you your money back if the health service cost you money
- give you **compensation**.

Compensation means the health service pays you money if they did something wrong.



If you are not happy with how we deal with your complaint



You can talk to us if you are not happy with how we deal with your complaint.



We also have a **review committee** that can look at how we deal with your complaint.



You can contact the **review committee**

- by email
- by post.



Email

hcsc.reviewcommittee@nt.gov.au

More information



For more information contact the Health and Community Services Complaints Commission.



Call 08 8999 1969



Free call 1800 004 474

Email hcsc@nt.gov.au



You can read more about us on our website.

Website hcsc.nt.gov.au



QR code

A QR code is a code you scan with the camera on your device to take you to our website.





If you need help with English

Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen

Use the National Relay Service to make a phone call.

You must sign up to the service first.

Website accesshub.gov.au/nrs-helpdesk

Call 1800 555 660



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Health and Community Services
Complaints Commission

This Easy English document is a collaboration between the Health and Community Services Complaints Commission, Scope (Aust) Ltd, First Class Communications and Project21 NT.