

# Take Action! Factsheet 2: Making a Complaint about a Health Professional



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



We speak up for the people in ACT.

We work on health care issues.



This guide tells you how to speak up about your health care.



You can give **feedback** to your health care providers.

Feedback is when you tell someone about:

- Things that are going well
- Things that are not going well
- Things you would like to try.

## Take Action! Factsheet 2: **Making a complaint about a health professional**



You can make a **complaint** about your health care provider.

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



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

A complaint is more serious than feedback.

### Choose the option that feels right to you

1

**Talk to the health professionals treating you**



Expect them to:

- Listen to you.
- Answer your questions.
- Suggest how to make things better.

2

**Talk to the person in charge**



- Ask to speak to the person in charge.
- This might be a senior doctor, manager, or team leader.

### 3

#### **Use their complaints or feedback process**



- Every ACT health service must have a feedback process.
- It must be easy to find.

### 4

#### **Contact the ACT Health Services Commissioner**



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

Conciliation is when everyone involved gets together.



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

**5**

**Contact the Australia Health Practitioner Agency**

They are also called APHRA.



- They manage health professionals
- They will look into the issues
- They will do something about the issue.



Aphra can stop a health professional from working.

## What about health professionals that do not have to register with APHRA?



Some health care professionals do not have to register with Apha. They include:

- Speech pathologists
- Dietitians
- Exercise physiologists
- Other therapists.



These health care professionals still need to follow the

### **Code of Conduct for Health Care Workers**

It has the rules on what behaviour is ok and not ok for health care workers.



They must:

- Provide safe care
- Ask permission to treat you
- Keep good records and keep your information private



- Act if something goes wrong
- Work with your other health professionals.

## Take Action! Factsheet 2: **Making a complaint about a health professional**

They must not:



- Lie about their work
- Cause you harm
- Work while taking alcohol or drugs



- Lie about making you feel better
- Try and take money from you
- Tell you not to see other health professionals.



Who can you make a complaint to?

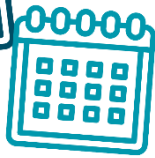
- The person treating you
- Their manager
- The service they work for
- The ACT Health Services Commissioner.

## Take action when you are ready.

1 year



2 years



Giving feedback is best within 2 years.

Some issues are urgent.



Being given the wrong medicine is an example of an urgent issue.

You should give your feedback as fast as you can.



With other issues you can wait until you feel ready.

An example of this is if the hospital food was bad.

You could wait to give that feedback.

## **Important contacts**

### **ACT Health Services Commissioner**

Phone: 02 6205 2222

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

### **Aged, Disability and Carer Advocacy Service (ADACAS)**

Phone: 02 6242 5060

Email: [adacas@adaacas.org.au](mailto:adacas@adaacas.org.au)

ADACAS offers individual advocacy for older people, people with disabilities and carers.

### **Advocacy for Inclusion**

Phone: 02 6257 4005

Email: [info@advocacyforinclusion.org](mailto:info@advocacyforinclusion.org)

Advocacy for Inclusion can provide short-term individual advocacy to people who identify as having a mental illness or disability.

### **Carers ACT**

Phone: 02 6296 9900

Email: [carers@carersact.org.au](mailto:carers@carersact.org.au)

Carers ACT provides services, advocacy and information for carers living in the ACT.

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