

Tips for meetings

- ▶ It is useful to provide your questions to the health service provider in advance so they can respond to all your questions.
- ▶ Tell the provider what you want to achieve as a result of your meeting.
- ▶ You may ask a support person to join you at the meeting. Let the provider know that you wish to bring another person with you.
- ▶ You may take notes during the meeting.

Contact the Commission

If you cannot resolve your concerns, you can contact the Health Care Complaints Commission on **(02) 9219 7444** or toll free in NSW on **1800 043 159**.



More information

For more information about the Commission, please visit the website www.hccc.nsw.gov.au

Contact the Commission

Office address

Level 13
323 Castlereagh Street
SYDNEY NSW 2000

Office hours

9.00am to 5.00pm
Monday to Friday

Post address

Locked Mail Bag 18
STRAWBERRY HILLS
NSW 2012

Telephone: (02) 9219 7444
Toll Free in NSW: 1800 043 159
Fax: (02) 9281 4585
Email: hccc@hccc.nsw.gov.au

People using telephone typewriters please call **(02) 9219 7555**.

Interpreting Service

If you need an interpreter, please contact the Translating and Interpreting Service (TIS) National on **131 450** and ask to be connected to the Health Care Complaints Commission on **1800 043 159** (9.00am to 5.00pm Monday to Friday).



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hccc
HEALTH CARE
COMPLAINTS
COMMISSION

**RESOLVE
CONCERNS
ABOUT YOUR
HEALTH CARE**

www.hccc.nsw.gov.au

Raise your concerns

Start immediately

Start to resolve the problem as soon as possible in the easiest and most direct way – for example make a phone call or write a letter.

Be clear

Before you contact the health service provider, be clear about what issues and concerns you have.

Be fair

It is important to let the person know that you are contacting them because of some concern or dissatisfaction.

They may need to make a time to speak with you. Remember that the other person may have no idea that there was a problem and may need time to look into it.

The essential information

Prepare the essential information that your provider needs to know in order to resolve your concerns. The following questions can guide you.

Who was involved?

Remember to state:

- ▶ your name, address and telephone number
- ▶ whether you are acting on behalf of someone else – if so, state their name and your relationship to them (for example, friend, son, wife)
- ▶ the name and title of the health provider/s involved.

What happened?

Briefly describe the events leading to the complaint and state relevant dates and times.

What are your concerns?

List your specific concerns (for example, problems with your medication, concerns about your treatment, lack of information about treatment options).

Start with the most important concern.

What do you expect?

Be clear about what you are hoping to achieve (for example, an apology, information about your condition, explanation, or options for further treatment).

State whether you prefer a meeting, a written reply or to talk about the matter on the telephone.

Remember

- ▶ Listen to the information given to you by the other person. Consider the issue from their point of view.
- ▶ Ask the health service provider to explain information that you do not understand.

There are different ways to raise your concerns. The following tips can help you to get the information you want.

Tips for telephone calls

- ▶ Check who is the appropriate person to address your concern – ask if you do not know.
- ▶ Ask whether you need to put your concerns in writing or whether they can address them from your telephone call.
- ▶ Also ask when you can expect to hear back from them regarding your complaint and whether this will be in writing or by telephone.
- ▶ Write down the name and phone number of the person you speak to, note the date and ask if there is a reference number for your inquiry.

Tips for writing a letter or email

- ▶ Be very clear about what the health service provider might need to know in order to address your concerns.
- ▶ Before you send the letter or email, read through it again and make sure that you have included everything you wanted. Remember to include a reference number, if you have one.
- ▶ Always keep a copy for yourself.
- ▶ You may also call to check whether your letter or email has been received.
- ▶ Allow a few weeks for the health service provider to respond.