

Take Action! Factsheet 3: Tips on Giving Feedback & Making Complaints



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



We speak up for people in the ACT.

We work on health care issues.



This guide gives you tips to make it easier to make **health complaints**.



Health complaints are complaints about your health care.



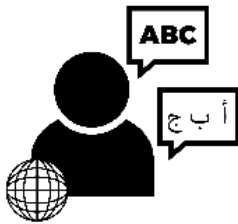
Complaints are when you speak up about something wrong.



Making complaints can be hard to do.
This guide will help you.



If you need an **interpreter** call the free
Translating and Interpreting Service.
They are also called TIS.
Call them on 131 450.



Interpreters speak in other languages.
This includes sign language for people who
are deaf.
Interpreters can help people who do not
speak or understand English.

Decide what you want



Sometimes people want:

- An explanation
- An apology
- A refund
- Or change how the health professional or service works.



You might want more than one thing.

It is OK if you are not sure what you want.



The ACT Health Services Commissioner can help you.

They can give you free advice and talk about what you want.

Their contact information is at the end of this document.

Be clear



When you are saying what happened you should stick to the facts.



Talk about:

- What happened
- When
- Where

- Who was involved
- Why you are unhappy.

Making a complaint in person or on the phone



Sometimes you might talk with someone to make your complaint.

Here are some tips to talk about it:



- Focus on the parts that are most important to you
- Stay as calm as you can
- Say what you want them to do about it



- Be polite and do not get personal
- Get the name and contact details of the person you speak to.



You can:

- Plan and write down what you want to say
- Ask someone to support you
- Ask what will happen next and when.

Making a written complaint



If you are writing a letter or an email:

- Focus on the parts that are most important to you
- Be polite and do not get personal.



Share the facts you know about:

- When the issue happened
- Who was involved
- What you have done so far about the issue.

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You can also send copies of important documents.

Make sure you send a copy. Do not send the original documents.

Keep a record



It is a good idea to write notes about what has happened.

This makes it easier to talk about later.

Things to write down



- Who you spoke to and what their role is
- Date and time you spoke
- Their contact details
- What they said they would do
- When they will do it by.



- Letters or emails you send
- Any communication you get from the health service.

Important contacts

ACT Health Services Commissioner

Phone: 02 6205 2222

Email: HRCIntake@act.gov.au

Aged, Disability and Carer Advocacy Service (ADACAS)

Phone: 02 6242 5060

Email: adacas@adacas.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

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

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