

HOW TO MAKE A COMPLAINT

Everyone has the right to access high quality, physical and mental health care.

In the Victorian healthcare system, your patient rights include:

- A right to **health care**
- A right to receive **safe** and **high quality** care
- A right to be shown **respect, dignity and consideration**
- A right to be **informed** about services, treatment, options and costs clearly and openly
- A right to be **included in decisions** and choices about your care
- A right to **privacy and confidentiality** of your personal information.

You can find out more about your healthcare rights in the [Australian Charter of Healthcare Rights](#).

As a patient or a family member, **you can complain if you think your rights have been violated**. This could be because you are not happy with the quality of care you have received, or the way health workers have treated you.

For example, while some doctors may object to abortion, *they are required by law to refer you to a pro-choice doctor* if you wish to discuss abortion. If a doctor does not do this, you are entitled to make a complaint about your treatment.

The Better Health Channel has some more information about making a complaint about a [health service](#), [a GP \(doctor\)](#) or [hospital](#).

If you feel that your patient rights have been violated in any way, you can make a complaint through:

- [Australian Health Practitioner Regulation Agency \(AHPRA\)](#)

1300 419 495

Contact AHPRA if you have concerns about a registered health practitioner, including:

- Medical practitioners (doctors and surgeons)
- Radiologists
- Pharmacists
- Psychologists
- Nurses

- [Health Complaints Commissioner \(HCC\)](#)

1300 582 113

The HCC resolves complaints about health services and the handling of health information in Victoria. They act independently and impartially.

You can complain about:

- Medical practitioners (GPs, specialists)
- Private and public hospitals
- Nurses
- Social workers in a health setting
- Anyone else who provides a health service.

HOW TO MAKE A COMPLAINT (CONTINUED)

MENTAL HEALTH SERVICES

In Victoria, everyone has the right to speak up and make a complaint about a mental health service and there are specialist organisations to help you do so.

The Better Health Channel has [more information](#) about this.

- [Mental Health Complaints Commissioner](#)
1800 246 054
help@mhcc.vic.gov.au

DISABILITY SERVICES

If you are unhappy with the way a disability service has treated you, you have the right to complain and have your concerns addressed. Disability service providers are required to have, and to inform you about, their complaints procedure. The Better Health Channel has [more information](#) about this.

- [National Disability Abuse and Neglect Hotline](#)
1800 880 052
An Australia-wide telephone hotline for reporting abuse and neglect of people with disability.
- [Disability Services Commissioner](#)
1800 677 342
- [Office of the Public Advocate](#)
1300 309 337
The Office of the Public Advocate protects and promotes the interests, rights and dignity of people with a disability. They provide last resort advocacy services. This service is available only where all other advocacy options have failed.

OTHER

- [Victorian Equal Opportunity and Human Rights Commission](#)
1300 292 153
If you feel you have been discriminated against, sexually harassed, victimised or vilified, you should contact the Victorian Equal Opportunity and Human Rights Commission. The Commission provides a free, confidential and supportive complaints resolution process.