




How to make a health service complaint



OFFICE OF THE
HEALTH
OMBUDSMAN

www.oho.qld.gov.au

133 OHO (133 646)



Most of us don't like to complain, but complaints about health services are very important.

They can identify areas for improvement, stop the same problems happening again and help to make health services better for everyone.

The Office of the Health Ombudsman is Queensland's free and independent health service complaints agency.

If you are not satisfied with a health service provided to you or someone in your care, then it's your right to make a complaint.

Before making a complaint with us, try talking with the health service provider. Visit our website for advice on talking with your provider.

If you are not satisfied with their response or feel uncomfortable talking with your provider directly, contact the Office of the Health Ombudsman.

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