

## How to make a complaint about your health care



NSW Health wrote this information.



When you see the word **we** it means NSW Health.



We wrote this guide in Easy Read.

We use pictures to explain some ideas.



You can ask for help to read this guide.

This might be a

- Family member
- Friend
- Support worker.

## Your rights



You have a right to get good and safe health care.



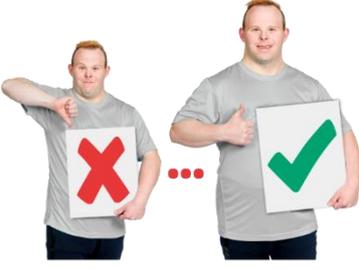
You also have a right to make a **complaint** if you do not get good and safe health care.

A **complaint** is when you tell someone you are not happy with something they did.



We have a **policy** to make sure we look after your complaints.

The **policy** says what the rules are for complaints.

	We have this policy to make sure we
 An illustration showing two men. The man on the left is shouting with his hand to his mouth, and a speech bubble is above him. The man on the right is in a suit, listening intently with his hand to his ear.	<ul style="list-style-type: none"><li>• Listen to your complaints</li></ul>
 An illustration showing two men in grey t-shirts. The man on the left is holding a sign with a large red 'X' and pointing at it. The man on the right is holding a sign with a large green checkmark and giving a thumbs up. Three red dots are between the signs, indicating a transition or improvement.	<ul style="list-style-type: none"><li>• Make things better for next time.</li></ul>

## When you make a complaint



You can make a complaint if you are not happy with a NSW Health service.



This might be about a place like a

- Hospital
- Health centre.

You can make a complaint if you think we



- Did something wrong



- Could do something better.



When you make a complaint we will treat you with respect.



We ask that you also treat us with respect if you tell us a complaint.



We will keep your information **confidential**.



This means we will not tell other people what you have said.

## What we will do



When we get your complaint we will



- Tell you we got your complaint



- Write your complaint down



- Contact you to ask what happened.



After we contact you we will



- Think about what you have said



- See if there are any risks



- See if we need more information.



After we have all the information we will



- Talk to you



- Do things to make the issue better



- Keep a record of the things we do.

## How to make a complaint



There are lots of ways to make a complaint.

You can make a complaint to NSW Health



- In person



- In writing



- By email



- Over the phone



- Online.

	<p>We know it can be hard for some people to make complaints.</p>
	<p>You can ask for help if you need support to make a complaint.</p>
	<p>You can ask</p>
	<ul style="list-style-type: none"> <li>• A doctor or nurse</li> </ul>
	<ul style="list-style-type: none"> <li>• A friend or family member</li> </ul>
	<ul style="list-style-type: none"> <li>• Your support worker.</li> </ul>



You can ask someone you trust to make a complaint for you if you need support.



You can also make complaints **anonymously**.



This means you do not tell us who you are when you make the complaint.



We say it is better if you tell us who you are.

	Telling us who you are means we can
	<ul style="list-style-type: none"><li>• Give you information</li></ul>
	<ul style="list-style-type: none"><li>• See if you need support</li></ul>
	<ul style="list-style-type: none"><li>• Make sure we have the right information.</li></ul>

	<p>You can also make a complaint to the <b>Health Care Complaints Commission</b>.</p>
	<p>The Health Care Complaints Commission is an <b>independent body</b>.</p> <p>This means they do not work with NSW Health.</p>
	<p>The Health Care Complaints Commission can deal with complaints about all health services NSW.</p>
	<p>You can make a complaint to them online.</p> <p><a href="#"><u>Health Care Complaints Commission</u></a></p>

## Get more information



You can talk to the **NSW Health** hospital or service where you received care.



You can call the **Health Care Complaints Commission** on 1800 043 159.

You can call them

- 9am to 5pm
- Monday to Friday.



You can use the **National Relay**

**Service** if you

- Are deaf
- Have trouble hearing or speaking.

Their number is 133 677.