

Consumer Complaints Form

When completed, please post to the Complaints Coordinator at your treating hospital.

Section 1 – About You

Please note questions marked in **RED** are mandatory

Part A

Do you wish to remain Anonymous? Yes No

Do you wish to be contacted with a response? Yes (you will need to provide us with contact details) No

please let us know if you require any of the following assistance: None

Hearing Impaired Visually Impaired Interpreter (specify language) _____

Other _____

Are you lodging a complaint on behalf of some one else? Yes No (Advance to section 2)

Do you have their permission to make the complaint on their behalf? Yes No*

*If No please provide the reason: _____

Have they given their consent to Queensland Health accessing their medical records for investigation purposes?

Depending on the issue, selecting No may limit our ability to fully investigate. Yes No Unsure

Their First Name: _____ **Last Name:** _____

Their Gender: Male Female **Date of Birth:**

d	d	/	m	m	/	y	y	y	y
□	□		□	□		□	□	□	□

Their Address: _____

Suburb: _____

State: _____ **Post Code:** _____

Phone: () _____ **Fax number:** () _____

Email: _____ @ _____ **URn / Patient Number:** _____

Their Postal address – if different from above:

Address: _____

Suburb: _____

State: _____ **Post Code:** _____

What is your relationship to this person?

Parent Child Sibling Partner Legal representative

Other _____

Section 2

Do you consent to Queensland Health accessing your medical records for investigation purposes?

Depending on the issue, selecting No may limit our ability to investigate fully. Yes No

Your First Name: _____ **Last Name:** _____

Your Gender: Male Female **Date of Birth:**

d	d	/	m	m	/	y	y	y	y
□	□		□	□		□	□	□	□

Your Address: _____

Suburb: _____

State: _____ **Post Code:** _____

Phone: () _____ **Fax number:** () _____

Email: _____ @ _____ **URn / Patient Number:** _____

Postal address – if different from above:

Address: _____

Suburb: _____

State: _____ **Post Code:** _____

Indigenous Status:

Aboriginal but not Torres Strait Islander Both Aboriginal and Torres Strait Islander

Torres Strait Islander but not Aboriginal Neither Aboriginal nor Torres Strait Islander

