

Interpreter services

You can use an interpreter if English is not your first language. Interpreter services are free and can be provided either in person or by phone. The phone service is available 24 hours a day, seven days a week. Staff may also book an interpreter to help them explain important information to you.

You can use an Auslan interpreter if you are deaf or hearing-impaired. All approved interpreters are trained and services are confidential. Please refer to our website for more details:

<http://www.health.qld.gov.au/multicultural/default.asp>

Your privacy

We take your privacy seriously. It is important to note that there will be no record of your complaint attached to your patient record. All complaints are treated with the utmost confidentiality at all times.

Visit our web site on:

www.health.qld.gov.au/privacy

or ask staff for a brochure for more information about the privacy of your personal information within Queensland Health.

Further resources

More information on the complaint process and how best to make your complaint is available on www.health.qld.gov.au/consumer_complaints/complaints.asp

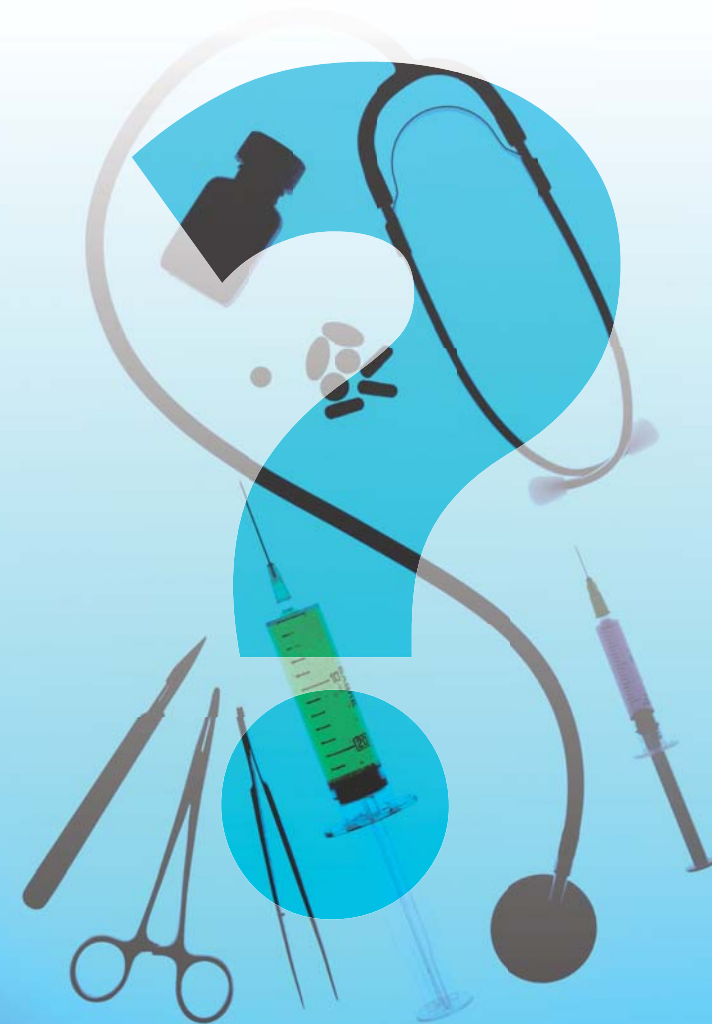
If you have worked through the Queensland Health complaint process but are not satisfied with the way the health service has handled your complaint, you can contact the Health Quality and Complaints Commission. The Commission is independent from Queensland Health and can be contacted by:

Telephone: 1800 077 308

Email: info@hqcc.qld.gov.au

Website: www.hqcc.qld.gov.au

We Need Your Feedback



At Queensland Health we are keen to receive your feedback. It assists us in improving our services both for you and for your community. Sometimes, for many reasons, things don't go as planned. When this happens you, as a health care consumer, have a right to complain and have your complaint heard and acted upon.

So what exactly is a complaint?

“A consumer complaint is any expression of dissatisfaction or concern, by or on behalf of a consumer or group of consumers regarding the provision of a health service and health care.”

As part of our commitment Queensland Health has Complaints Coordinators located throughout the State. It is their job to navigate your complaint through the complaint management process and assist you in resolving the issue. A contact list for your Complaints Coordinator can be found on our website www.health.qld.gov.au/quality/consumer_complaints/contact.asp

Queensland Health acknowledges the special needs of particular consumer groups in the complaint process and is committed to offering our assistance and support wherever requested. You may request a staff member to act as a patient advocate for you.

How to make a complaint

Wherever possible your first course of action should be to try to resolve the complaint directly with the health care or service provider (for example, the individual or hospital). Problems often develop due to a lack of clear communication between two parties. Our policy and our staff encourage a direct approach before lodging a formal complaint.

We do understand that sometimes a direct approach is not always possible or appropriate. Someone else can make the complaint for you and your Complaints Coordinator can help you or your representative in making the complaint. Your complaint does not have to be in writing – it can be made by telephone or in person. Choose whichever option you are most comfortable with. If you have special needs or require an interpreter, please raise this issue with your Complaints Coordinator and they will assist you getting the help you need.

Our commitment to you

Queensland Health aims to resolve consumer complaints in a timely manner. We will:

- let you know we received your complaint within five days
- try to have the issue fully resolved within 35 days.

Occasionally a very serious or complex complaint may take longer and we will work with you to ensure resolution is reached as quickly as possible.

Concerned about repercussions if you make a complaint? Don't be. Queensland Health is committed to treating all complainants with respect, sensitivity and confidentiality. You will not be subjected to any unfair treatment as a result of making a complaint about standards of care or services.

