

Healthcare complaints - where to make a complaint



1 Talk to the health worker or health service

In most cases, the best place to start is with the person or place that provided the service, for example, the doctor or nurse, or the hospital or clinic. We have developed some tips that can help you make a complaint.



2 Taking it further

If you are not satisfied with the response to your complaint or if you don't want to complain directly to the health practitioner or health service, there are other places you can make a complaint.

The best place to contact depends on the state or territory where you live, what your complaint is about, and what type of health worker your complaint is about. **If you are not sure where to complain, call the healthcare complaints organisation in your state or territory or Ahpra. They will help you find the right place.**

Healthcare complaints organisations

There is a healthcare complaints organisation in every state and territory that can help you with a wide range of healthcare complaints and questions. There are also National complaints organisations.

You can contact the healthcare complaints organisation in your state or territory and discuss your concerns with them. They will also help you to work out the right place to make your complaint if you need to take your complaint to a more specific organisation.

National complaints organisations

[Aged Care Complaints Commissioner](#) – complaints about aged care services. Call 1800 951 822.

[National Disability Insurance Scheme](#) – manages complaints about a disability service provider. Call 1800 800 110. There are state-based services that may also be able to help.

State/territory organisations

Northern Territory: [Health and Community Services Complaints Commission \(HCSCC\)](#) – call 1800 004 474.

Queensland: [Office of the Health Ombudsman](#) – call 133 646.

Western Australia: [Health and Disability Services Complaints Office \(HaDSCO\)](#) – call (08) 6551 7600 or 1800 813 583.

New South Wales: [Health Care Complaints Commission](#) – call 1800 043 159.

Australian Capital Territory: [Health Services Commissioner](#) (via the ACT Human Rights Commission) – call (02) 6205 2222.

South Australia: [Health and Community Services Complaints Commissioner \(HCSCC\)](#) – call 1800 232 007.

Victoria: [Health Complaints Commissioner](#) – call 1300 582 113, or the [Mental Health and Wellbeing Commissioner](#) – call 1800 246 054.

Tasmania: [Health Complaints Commissioner](#) – call 1800 001 170.

Ahpra and National Boards

If your concern is about unsafe care or behaviour by an individual healthcare practitioner, you can call the health professions regulator called the [Australian Health Practitioner Regulation Agency](#) (Ahpra) on 1300 419 495. Ahpra look into safety concerns raised about registered health practitioners, students and unregistered people claiming to be health practitioners.

Registered health practitioners are practitioners in these 16 professions

Aboriginal and Torres Strait Islander Health Practitioners
Chinese medicine practitioners
Chiropractors

Dental practitioners (including dentists)
Medical practitioners (doctors)
Medical radiation practitioners

Midwives
Nurses
Occupational therapists
Optometrists
Osteopaths

Paramedics
Pharmacists
Physiotherapists
Podiatrists and podiatric surgeons
Psychologists