



Health and Community Services
Complaints Commissioner

www.hcsc.sa.gov.au

Unhappy
with a health
or community
service
provider?

You may be able to
complain to the Health
and Community
Services Complaints
Commissioner.



Why complain?

Complaints help services learn and improve, which helps everyone.

Perhaps you want an apology, for the service to be completed or resupplied, a refund or partial refund, or more information and clearer communication.

Who can you complain about?

Registered health service providers:

Including doctors, dentists, nurses, surgeons, midwives, physiotherapists, chiropractors, psychologists, pharmacists, Chinese herbalists, occupational therapists, optometrists, osteopaths, podiatrists, paramedics, radiographers and Aboriginal health practitioners.

Unregistered health service providers:

Including audiologists, naturopaths, dietitians, speech pathologists, homeopaths, counsellors, massage therapists, doulas, alternative therapists and other providers of general health services.

Community service providers:

Including services to support welfare and wellbeing, such as relief for hardship, distress, poverty, and social disadvantage.

Child protection services are also included.

What can you complain about?

You can complain if services are refused, not completed on time, inappropriate, inadequate, negligent, or if the provider was disrespectful or abusive.







How to make a complaint

If you have decided to make a complaint you are required to firstly complain directly to the service provider, if possible.

If you would like to learn how to do that, or you have already complained directly and want to lodge a complaint with the Health and Community Services Complaints Commissioner, contact us.

 **Online** www.hcscs.sa.gov.au
You can learn more or send a complaint form from our website.

 **Call** 1800 232 007

 **Email** info@hcscs.sa.gov.au

 **Write** PO Box 199,
Rundle Mall SA 5000

- The Office of the Health and Community Services Complaints Commissioner acknowledges and respects Aboriginal peoples as the state's First Peoples and nations and recognises Aboriginal peoples as Traditional Owners and occupants of lands and waters in South Australia.