

We can...

By working together, the HCSCC, AHPRA and the Boards can improve the quality and safety of health services.

If a Board believes there is a serious risk to public safety, it can restrict or remove a practitioner's right to practise.

We can't...

- give you advice about your health
- tell a practitioner to give you medication or treatment
- tell a practitioner to give you your health records
- help you bring legal proceedings against anybody.

Have you contacted the health service or health practitioner directly?

This is often the quickest way to resolve a complaint.

We invite you to contact us



Aboriginal and Torres Strait Islander health practice
Chinese medicine
Chiropractic
Dental
Medical
Medical radiation practice
Nursing and Midwifery
Occupational therapy
Optometry
Osteopathy
Pharmacy
Physiotherapy
Podiatry
Psychology

Australian Health Practitioner Regulation Agency

Level 11
80 Grenfell St
Adelaide
SA 5000

GPO Box 9958
Adelaide SA 5001

1300 419 495
www.ahpra.gov.au



health & community services
complaints commissioner

8226 8666
1800 232 007 toll free
from a landline in
country SA
Fax 8226 8620

www.hcsc.sa.gov.au

PO Box 199
Rundle Mall SA 5000

Level 4, East Wing
50 Grenfell Street
Adelaide SA 5000

TTY
133 677 or
1800 555 677

**Translating and
Interpreting Service**
(TIS) 131 450

How to make a complaint about a:

- ▶ health or community service
- ▶ health practitioner

Health and Community Services
Complaints Commissioner

Australian Health Practitioner
Regulation Agency



What can the Australian Health Practitioner Regulation Agency do?

AHPRA receives complaints about registered health practitioners for the relevant Board¹. The Board registers health practitioners so they can practise their profession in Australia.

The Board will act to protect the public if:

- a practitioner's behaviour is placing the public at risk
- a practitioner is practising their profession in an unsafe way
- a practitioner's ability to make safe judgments about their patients might be impaired because of their health.

The Board might need to gather more information before it can take action.

The Board can ensure that to keep practising, the practitioner must:

- work with a supervisor
- have further education
- do or not do something to keep the public safe.

The Board can decide to talk to the HCSCC about your complaint.

For very serious matters, the Board may refer the practitioner to the South Australian Health Practitioners Tribunal. The tribunal can suspend or cancel the practitioner's registration.

If you make a complaint to a Board, AHPRA is only allowed (by law) to tell you what is on the *Register of Practitioners* www.ahpra.gov.au/Registration/Registers-of-Practitioners. We will update you about what is happening but the National Law limits what we can say.

¹ Aboriginal and Torres Strait Islander Practice Board of Australia, Chinese Medicine Board of Australia, Chiropractic Board of Australia, Dental Board of Australia, Medical Board of Australia, Medical Radiation Practice Board of Australia, Nursing and Midwifery Board of Australia, Occupational Therapy Board of Australia, Optometry Board of Australia, Osteopathy Board of Australia, Pharmacy Board of Australia, Physiotherapy Board of Australia, Podiatry Board of Australia, Psychology Board of Australia

You can complain to either AHPRA or HCSCC about a:

- Aboriginal and Torres Strait Islander health practitioner
- Chinese medicine practitioner
- chiropractor
- dentist
- medical practitioner (doctor)
- midwife
- medical radiation practitioner
- nurse
- occupational therapist
- optometrist
- osteopath
- pharmacist
- physiotherapist
- podiatrist
- psychologist.

You can complain to the HCSCC about:

- hospitals
- medical practices
- ambulances
- mental health services
- unregistered health providers such as counsellors, massage therapists, homeopaths, naturopaths, iridologists, etc
- community services (including disability and child protection).

What does the Health and Community Services Complaints Commissioner do?

The HCSCC:

- supports your right to safe and high quality health care
- supports your right to complain
- is free and confidential
- is independent and doesn't take sides
- works to make sure complaints are used to improve the safety and quality of services.

If you make a complaint:

- you'll be heard
- you can change how you're treated in the future
- your complaint might make a difference for others.

If the practitioner is a registered health practitioner, HCSCC must talk to AHPRA and the Board about your complaint to decide whether the Board or HCSCC will manage all or part of your complaint.