How to make a complaint about a health service

This fact sheet is from the Health Care Complaints Commission in NSW. It says what to do when you get health care that is wrong or not ok.

You can make a complaint about health care you get from:

- hospitals or medical centres
- doctors, nurses or dentists
- counsellors or massage therapists
- other kinds of health workers.

The fact sheet says that you could:

- talk to the health service
- talk to the Health Care Complaints Commission.

In other parts of Australia, you could talk to a health ombudsman, the human rights commission or a complaints office.

We trust this resource

We trust this resource because it is:

- Made to help, not for profit
- Made by people who know a lot about the topic
- Made in Australia

We've checked this resource, and you can follow our guide to know if health information is true and right for you.

This resource was made by

Health Care Complaints Commission NSW

The Health Care Complaints Commission NSW manages complaints about health services and health professionals in NSW.

- Visit