



# How to: complain to a hospital

There are several ways you can have your complaint heard and responded to by the hospital.

## 1. Care Opinion: <https://www.careopinion.org.au/>

This is a moderated platform run by an independent non-profit organisation that takes your feedback directly to the hospital. Typically you will receive a response from the hospital within 72 hours of it being posted. The team moderate it before posting it so it is not immediately displayed. All stories are moderated before publishing, so please consider this when writing. For example, critical stories will not be published with names included, the names will be edited out. Some stories may not be published but you will be able to discuss this with Care Opinion. You can see their Moderation Policy here:

<https://www.careopinion.org.au/info/moderation>.

The Care Opinion website allows you to post your story, positive or negative, anonymously. The health service is identified but you remain anonymous. This story is published to the website where you, and everyone else can track its progress from your story being read, responded to, and a change made if necessary. The feedback is read by the highest level of health service management, so it is one of the most effective ways to make your voice count.

You can also email them at [info@careopinion.org.au](mailto:info@careopinion.org.au)

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We have advocated for this platform, also used in the United Kingdom and Ireland, because its transparency really changes the game.

You can also email them at [info@careopinion.org.au](mailto:info@careopinion.org.au)

## 2. The consumer liaison/patient feedback service:

Each hospital in Western Australia has a feedback department. These departments are made up of staff within the hospital who can help facilitate patient and family services within the hospital, as well as take down, investigate and respond to complaints about the hospital's service. There is a full list of these departments on this link or at the end of this document:

[https://www.healthywa.wa.gov.au/Articles/U\\_Z/WA-Health-patient-consumer-liaison-contacts](https://www.healthywa.wa.gov.au/Articles/U_Z/WA-Health-patient-consumer-liaison-contacts)

The rural hospitals complaints are managed via <https://www.wacountry.health.wa.gov.au/About-us/Contact-us/Provide-feedback>; a list of the regions and their contact details is available on this website.

***You can email, call, submit online or post a complaint to these departments, and you have the right to be heard and to have your concerns and complaints recorded and responded to.***

***If you call, make sure to ask for a copy of the complaint in writing, and request a response in writing as well. If you would like a meeting with the health professional/s who were involved, you can also request this.***



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## If you are unhappy with the response from either option, you can escalate to Ahpra or HaDSCO:

### Ahpra:

<https://www.ahpra.gov.au/Notifications.aspx>

AHPRA is the overarching body for all health professionals in Australia. They handle registrations and concerns/notifications regarding specific health practitioners. AHPRA is not able to get an apology or recognition from the medical professional, but they are able to investigate and put conditions on a professional's practice, suspend or terminate their registration, and implement other disciplinary actions.

***They work from a public safety perspective and engage directly with the practitioner.***

### HADSCO:

<https://www.hadsko.wa.gov.au/Make-a-Complaint>

HaDSCO is the overarching body for all health and disability service complaints in WA. They can investigate and provide explanations, apologies, changes in policy, refunds, access to services, education for the medical professionals and conciliation. HaDSCO will also communicate with AHPRA if required, and they operate with services in general.

Please include as much information as you have with the forms; you can write in a separate document and send that with the form if there is not enough room.

***Also include the communication you have had previously with the health service, as HaDSCO will likely require you to have already submitted a complaint to the service previously.***

If at any point you require advocacy assistance with your complaint and its resolution, you can contact us, the Health Consumers Council, for advice on 9221 3422 (extension 1), or via [advocacy@hconc.org.au](mailto:advocacy@hconc.org.au)



## Metropolitan

### North Metropolitan Health Service

#### **Joondalup Health Campus**

Title: Consumer Liaison Service

Address: Clinical Governance Unit, Joondalup Health Campus, Shenton Ave, Joondalup WA 6027, or PO Box 242, Joondalup WA 6919

Phone: (08) 9400 9672

Email: [consumerliaison.jhc@ramsayhealth.com.au](mailto:consumerliaison.jhc@ramsayhealth.com.au)

Website: [Joondalup Health Campus \(external site\)](#)

#### **King Edward Memorial Hospital**

Title: Customer Service Unit

Address: 1st Floor, Executive Corridor, A Block, KEMH  
374 Bagot Road, Subiaco WA 6008

Phone: (08) 6458 1444

Email: [kemhcsu@health.wa.gov.au](mailto:kemhcsu@health.wa.gov.au)

Website: [King Edward Memorial Hospital \(external site\)](#)

#### **North Metropolitan Health Service, Mental Health**

Title: Stakeholder Liaison Officer

Address: Reply Paid 83619 Private Bag No 1, PO Claremont WA 6910

Phone: (08) 9242 9612

Email: [feedback.NMHSMH@health.wa.gov.au](mailto:feedback.NMHSMH@health.wa.gov.au) or [complaints.NMHS-MH@health.wa.gov.au](mailto:complaints.NMHS-MH@health.wa.gov.au)

#### **Osborne Park Hospital**

Title: Consumer Liaison and Admin Officer

Address: Osborne Park Hospital, Osborne Place, Stirling WA 6021

Phone: (08) 9346 8009

Email: [OPHCAC@health.wa.gov.au](mailto:OPHCAC@health.wa.gov.au)

Website: [Osborne Park Hospital \(external site\)](#)

#### **Sir Charles Gairdner Hospital**

Title: Patient Liaison Service

Address: Sir Charles Gairdner Hospital, Hospital Ave, Nedlands WA 6910

Phone: (08) 6457 2867

Email: [SCGHPatientLiaisonService@health.wa.gov.au](mailto:SCGHPatientLiaisonService@health.wa.gov.au)

Website: [Sir Charles Gairdner Hospital \(external site\)](#)

### South Metropolitan Health Service

#### **Fiona Stanley Hospital**

Title: Patient and Family Liaison

Address: Fiona Stanley Hospital, Locked Bag 100 Palmyra DC, WA, 6961

Phone: (08) 6152 4013

Email: [FSHfeedback@health.wa.gov.au](mailto:FSHfeedback@health.wa.gov.au)

Website: [Fiona Stanley Hospital \(external site\)](#)

#### **Fremantle Hospital and Health Service**

Title: Patient Liaison

Address: Fremantle Hospital, PO Box 480, Fremantle WA 6959

Phone: (08) 9431 2787



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Email: [FHfeedback@health.wa.gov.au](mailto:FHfeedback@health.wa.gov.au)

Website: [Fremantle Hospital and Health Service \(external site\)](#)

**Peel Health Campus**

Title: Executive Director

Address: 110 Lakes Road, Mandurah WA 6210

Phone: (08) 9531 8000

Email: [enquiries.phc@ramsayhealth.com.au](mailto:enquiries.phc@ramsayhealth.com.au)

Website: [Peel Health Campus \(external site\)](#)

**Rockingham General Hospital**

Title: Consumer Liaison Officer/Freedom of Information Coordinator, Education Safety Quality and Risk Unit

Address: Rockingham Peel Group, PO Box 2033, Rockingham WA 6967

Phone: (08) 9599 4323 or (08) 9599 4632

Email: [rpgconsumerliaison@health.wa.gov.au](mailto:rpgconsumerliaison@health.wa.gov.au)

Website: [Rockingham Peel Group \(external site\)](#)

East Metropolitan Health Service

**Armadale Kalamunda Group (Armadale Hospital and Kalamunda Hospital)**

Title: Corporate Officer

Address: Armadale Health Service, 3056 Albany Highway, Armadale WA 6112, or PO Box 460, Armadale WA 6992

Phone: (08) 9391 1153

Email: [AKG\\_ConsumerLiaison@health.wa.gov.au](mailto:AKG_ConsumerLiaison@health.wa.gov.au)

Websites: [Armadale Health Service \(external site\)](#)

[East Metropolitan Health Service \(external site\)](#)

**Royal Perth Bentley Group (Royal Perth Hospital and Bentley Hospital)**

Title: Consumer Engagement Unit

Address: Royal Perth Hospital, Level 3, South Block, Perth WA 6847, or Box X2213 GPO Perth WA 6847

Address: Bentley Hospital, G Block, Mills Street, Bentley WA 6102, or PO Box 158, Bentley WA 6982

Phone: (08) 9224 1637

Email: [RPBG.feedback@health.wa.gov.au](mailto:RPBG.feedback@health.wa.gov.au)

Websites: [Royal Perth Hospital \(external site\)](#) and [Bentley Health Service \(external site\)](#)

Child and Adolescent Health Service

**Perth Children's Hospital**

Title: Child and Family Engagement Services

Address: Perth Children's Hospital, Locked Bag 2010, Nedlands WA 6909

Telephone: (08) 6456 0032

Email: [cahs.feedback@health.wa.gov.au](mailto:cahs.feedback@health.wa.gov.au)

Website: [Perth Children's Hospital \(external site\)](#)

WA Country Health Metro Office (can link you to appropriate rural service)

189 Wellington Street, Perth WA 6000

PO Box 6680, East Perth Business Centre WA 6892

Telephone: +61 8 9223 8500



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Facsimile: +61 8 9223 8599  
Toll Free: 1800 629 028