

Tips For Writing a Complaint Letter

Writing a clear complaint about a health service can help make sure your concerns are taken seriously. Here are some tips to help you:

Organise Your Thoughts

- Write down the main issues you want to raise.
- Think about what you want to happen (apology, change in procedure, or refund).

Say What You Want to Happen

- Include what you want to happen (solution, explanation, compensation).
- Politely ask for a response and timeline for your complaint to be taken care of.

Be Short and Clear

- Clearly describe the problem in the order it happened.
- Use facts like dates, times, names, and specific incidents.
- Avoid using swear words or angry language as it can make people defensive and affect their response.

Include Important Details

- Your name, contact details, and any patient ID number.
- The name of the healthcare provider or staff involved.
- Important copies of documents like receipts, reports, photographs, or letters. It is important to keep your originals.

Find Out Who to Send it To

- Send the complaint to the right department or person (like the hospital, practice manager, health and disability services complaints office etc).
- Check if they have an online form or specific way to submit complaints

Explain How It Affected You

- Describe how the incident affected you (like pain, distress, or inconvenience).
- Explain how this has affected your day to day life

Need Support?

If you don't feel that your complaint has been handled well or you would like it investigated further, you can contact the Health and Disability Complaints Office (HaDSCO). Complaints can be made to HaDSCO via phone, email, letter or online www.hadsco.wa.gov.au

If you need help getting started, contact the Health Consumers' Council WA (HCCWA). HCCWA can provide letter templates and information to start your complaint. HCCWA can be reached by phone 9221 3422 or email advocacy@hconc.org.au



HEALTH CONSUMERS'
COUNCIL

hccwa.org.au
9221 3422

