

My eye health journey – patient information

Feedback and complaints

Should I give feedback and/or register a complaint about my healthcare experience?
The simple answer is 'yes'.



Feedback and complaints from consumers provide organisations and medical specialists with important information about:

- an individual patient's needs
- the quality of care they received.

This can help improve safety, reduce risk, and ensure future patients have a better overall healthcare experience.

FACT

Statistics show only a small percentage of people who are unhappy with a healthcare experience will lodge a complaint about it or give some constructive feedback. This represents a lot of lost opportunities for the quality and safety of our healthcare services to be improved.

Who do I tell?

If you are unhappy with your treatment you should first discuss any concerns you have with your specialist.



Feedback and complaints about private health insurance The Private Health Insurance Ombudsman



The role of the Private Health Insurance Ombudsman (PHIO) is to protect the interests of people covered by private health insurance.

Visit <http://www.ombudsman.gov.au/making-a-complaint/private-health-insurance> or phone 1300 362 072.

Feedback and complaints about general healthcare Health Direct Australia

Healthdirect Australia is a national, government-owned, not-for-profit organisation. The role of Health Direct Australia is to help Australians manage their health and wellbeing.

Visit <https://about.healthdirect.gov.au/how-to-make-a-complaint> or phone 02 9263 9000.

Health complaints by state

You can register a complaint with the relevant health care complaints office in your state. Click on the below links for details.

- ACT Human Rights Commission
- Health Care Complaints Commission New South Wales
- Health and Community Services Complaints Commission Northern Territory
- Office of the Health Ombudsman Queensland
- Health and Community Services Complaints Commissioner South Australia
- Health Complaints Commissioner Tasmania
- Health Complaints Commissioner Victoria
- Health and Disability Services Complaints Western Australia



You can also talk to us

While the Australian Society of Ophthalmologists (ASO) is not a regulatory body we are committed to ensuring Australians have access to high quality ophthalmology services.

If you have feedback or a complaint about an ophthalmology-related experience we can help you identify what steps to take to register this.

Contact our office on (07) 3831 3006 or email us via info@asoeye.org

