

# A yarn about making a health service complaint in Queensland

## About Easy Read

Easier words with pictures to help explain some ideas.

## A yarn about health complaints

An Aboriginal man holding an Aboriginal flag and a Torres Strait Islander woman holding a Torres Strait Islander flag.

This guide is about making a complaint about a health service.

A complaint is when you tell someone you are not happy about something.

You can make a complaint about a health service, like:

- GP
- hospital
- health worker.

In Queensland, you can make a complaint to the Office of the Health Ombudsman.

The guide says what to do.

It says what you need to make a complaint.

You can ask for the Aboriginal and Torres Strait Islander Complaints Advisor.

A complaint is when you are not happy and you tell someone the reason.

This guide says you can make a complaint about a health care service, like a:

- GP
- hospital
- health worker.

In Queensland, you can make a health service complaint to the Office of the Health Ombudsman.

The guide says what to do and information you need to make a complaint about a health service.

## **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**

### **Office of the Health Ombudsman**

The Office of the Health Ombudsman protects the health and safety of the people of Queensland.

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