

General Warning

The purpose of this fact sheet is to give general introductory information about the complaints process. It does not contain legal advice.

WARNING: Alternative legal action should be considered before making a complaint. What is included in a complaint may be relevant to any current or future legal proceedings. If you are involved in legal action you should immediately see a lawyer and not proceed with a complaint.

If you (or the complainant, if you are complaining on their behalf) want financial compensation, support or money you should see a lawyer before making a complaint.

General complaint information

Complaints are rarely about just one thing. When you have a problem, it may be that a number of things have gone wrong. Below are some of the common areas where issues may arise that could lead to a complaint.

Discrimination	Disability and NDIS services	Policing, Custody and Detention
Seniors and Aged Care supports and services	Consumer and Business disputes	Phone and Internet services
Banking, Insurance and Superannuation	Energy and Water services	Housing and Real Estate
Health Care services	Employment issues	Education and Training providers
Government Agencies and Departments	Child Safety and Protection	State Fines and Debts
Corruption	Privacy and Access to Information	Media and Publications

There are different complaint bodies to handle different types of complaints. You should consider the different pathways available to decide the most appropriate pathway for your circumstances. One event could lead to multiple complaints. That means you may need to lodge more than one complaint to have all of your concerns addressed.

The online triage tool on this website can help you to identify the different complaint bodies that may be able to assist you.

It is usually quickest and easiest to try to resolve a complaint directly with the person or body you are having a problem with. Many complaint handling bodies will not act on a complaint unless you have tried to resolve your complaint directly. If you do not feel it is safe or appropriate to complain directly, you should contact the relevant complaint body to discuss your situation.

Complaints involving discrimination

There are state and federal complaints bodies that handle complaints that about discrimination. If your situation involves discrimination, you should consider making a discrimination complaint in addition to any other complaints. Discrimination may occur when someone is treated less favourably on the basis of: race; sex; gender; disability; age; sexuality; relationship status; pregnancy; caring responsibilities; or having or being thought to have an infectious disease.

WARNING: The state and federal bodies that handle discrimination complaints have different rules, including time limits. You can make a complaint to both the state and federal complaint bodies, but they may decide not to address your concerns if you have already complained elsewhere. For example, if you have already lodged a discrimination complaint to anti-discrimination NSW, it is likely that Australian Human Rights Commission will decide not to act on your complaint. Please carefully review the discrimination factsheets for information about your options before making a discrimination complaint.

Health Care Complaints Commission

In this fact sheet, we introduce the **Health Care Complaints Commission (HCCC)**. We outline how complaints can be made by people to the HCCC.

The HCCC acts to protect public health and safety by resolving, investigating and prosecuting complaints about health care. Its overarching aim is to protect the health and safety of individuals and the community. The HCCC deals with complaints about all health services and providers in NSW including Health Organisations, Registered Health Practitioners and Unregistered Health Practitioners.

Legislation and Key Terms

Relevant Legislation: Below are links to legislation that is relevant to the NSW HCCC complaint handling work.

- [Health Care Complaints Act 1993 \(NSW\)](#)
- [Health Practitioner Regulation National Law 2009 \(NSW\)](#)
- [Public Health Act 2010 \(NSW\)](#)

Key Terms: Below are key terms that appear throughout this factsheet and their meaning.

Complaint: An expression of dissatisfaction where a response or resolution is wanted, expected or required.

Complainant: A person who has made a complaint.

Health Organisations: A body that provides health service (not being a health practitioner) such as public and private hospitals, medical centres, imaging and radiation services.

Health Service: As defined in section 4 of the Heath Care Complaints Act 1993 (NSW).¹

Registered Health Practitioners: A person who provides a health service such as medical practitioners, nurses, dentists and pharmacists.

¹ <https://legislation.nsw.gov.au/view/html/inforce/current/act-1993-105#sec.4>

Unregistered Health Practitioners: A person who provides a health service such as counsellors, speech therapists, massage therapists and alternative health care providers.

Step 1: What type of Complaints can be made to this body?

Health Care Complaints	
Sub-category	Example
Professional Misconduct <i>Health Care Complaints Act 1993 (NSW) s 7 (1)(a); Public Health Regulation 2022 (NSW) Sch 4(5)</i>	<p>Healthcare workers must always act honestly and treat patients fairly. They shouldn't do anything that could harm patients or break their trust, like sharing private information without permission or using their position to benefit themselves unfairly.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Stephen, a pharmacist, was found selling prescription medicine without proper prescriptions, putting people's health at risk for his own profit.</i> • <i>Maria, a dental assistant, talked about a patient's private health details with friends who didn't need to know, breaking the patient's trust.</i>
Clinical Incompetence or Negligence <i>Public Health Regulation 2022 (NSW) Sch 4(2)</i>	<p>Health professionals are expected to have the required knowledge, skills, and judgment necessary to provide competent care. Negligence or incompetence can include a misdiagnosis, improper treatment, or failure to act when necessary, potentially causing harm to patients.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>John, an experienced surgeon, failed to recognize signs of a post-operative infection in a patient, leading to severe complications due to delayed treatment.</i> • <i>Linda, a general practitioner, prescribed a medication without checking for potential interactions with the patient's current medications, resulting in a life-threatening adverse reaction.</i>
Impairment of Health Practitioners <i>Public Health Regulation 2022 (NSW) Sch 3(6)</i>	<p>Practitioners must be in a suitable physical and mental state to practice safely. Impairment, whether due to substance abuse, mental health issues, or physical incapacity, can compromise the quality of care provided to patients.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Alex, a radiologist, was working under the influence of alcohol, leading to misinterpretation of several diagnostic images and delayed treatment for critical patients.</i>

	<ul style="list-style-type: none"> • <i>Sarah, a nurse, suffering from untreated severe depression, made numerous medication administration errors, putting patients at risk.</i>
Issues with Communication or Consent <i>Public Health Regulation 2022 (NSW) Sch 3(10)</i>	<p>Practitioners should provide patients with effective communication, including the clear conveyance of treatment options, potential risks, and obtaining informed consent from patients before proceeding with any interventions. This ensures that patients are able to make well-informed decisions about their care.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Dr. Patel did not adequately explain the potential side effects of a proposed chemotherapy regimen to a cancer patient, resulting in the patient experiencing unexpected severe adverse reactions.</i> • <i>Surgeon Thompson proceeded with an additional, unplanned surgical procedure during an operation without discussing it with the patient beforehand or obtaining their consent, leading to trust issues and emotional distress for the patient.</i>
Privacy and Confidentiality Breaches <i>Public Health Regulation 2022 (NSW) Sch 3(14)</i>	<p>Maintaining patient privacy and confidentiality is a legal and ethical obligation of all healthcare providers. Breaches include unauthorized sharing of patient information, accessing patient records without a valid reason, or failing to secure patient data.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Dr. Carter, a general practitioner, discussed the details of a patient's medical condition with a non-medical staff member, breaching patient confidentiality.</i> • <i>Nurse Anderson left a patient's medical records unattended in a public area of the hospital, leading to unauthorized personnel viewing sensitive patient information.</i>
Inappropriate Treatment or Care <i>Public Health Regulation 2022 (NSW) Sch 3(1)</i>	<p>Health professionals should provide treatment and care that's right for the patient's condition, based on the latest medical guidelines.² When the care doesn't match these standards, it could harm the patient or not help them as it should.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Dr. Harris recommended an outdated surgical procedure for knee pain that most medical experts no longer use because safer, more effective options are available. This led to unnecessary risks for the patient.</i> • <i>Lisa was researching a surgeon they were thinking of proceeding with for surgery. Through their research, they found that Dr. James is still performing surgeries on patients, however retired four years ago.</i>

² <https://www.hccc.nsw.gov.au/About-us/Our-Performance/Case-studies/investigations-and-prosecutions>

<p>Errors with Medication</p> <p><i>Public Health Regulation 2022 (NSW) Sch 3(1)</i></p>	<p>When prescribing, giving out, or administering medication, the health provider must get it right. Mistakes, such as giving the wrong drug or dosage, can lead to serious health issues or even be life-threatening.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Pharmacist Gomez mixed up two patients' prescriptions, causing one patient to take medication meant for the other's heart condition, leading to adverse reactions.</i> • <i>Dr. Patel prescribed a higher dose of medication than recommended for a child's condition, resulting in an overdose that required hospitalization.</i>
<p>Healthcare Facility and Service Complaints</p> <p><i>Public Health Regulation 2022 (NSW) Sch 4(3)</i></p>	<p>Healthcare facilities should be safe, clean, and properly equipped. Complaints in this area might include problems with the physical condition of a facility or how services are provided, affecting patient care and safety.</p> <p><i>Examples</i></p> <ul style="list-style-type: none"> • <i>Several patients reported that Clinic A had unsanitary conditions in its waiting area and treatment rooms, including unclean surfaces and used needles in open containers.</i> • <i>Hospital B received complaints about its emergency department being severely understaffed on weekends, leading to long wait times and neglected patients.</i>
<p>Billing or Financial Misconduct</p> <p><i>Public Health Regulation 2022 (NSW) Sch 3(8), Sch 4(6)</i></p>	<p>Patients expect their healthcare costs to be fair and transparent. Billing or financial misconduct involves overcharging, billing for services not provided, or other dishonest practices related to healthcare payments.</p> <p>Note: Private health practitioners can decide what they will charge for their services in the same way as any other business. The government does not regulate fees charged by private health providers.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Dental Practice X charged patients for expensive procedures that were not performed, inflating bills without the patients' knowledge.</i> • <i>Specialist Y submitted insurance claims for more expensive treatments than those actually provided to patients, committing insurance fraud.</i>
<p>Inappropriate Relationships</p> <p><i>Public Health Regulation 2022 (NSW) Sch 3(11)</i></p>	<p>A professional boundary must exist between healthcare providers and patients. Inappropriate relationships, including sexual relationships, violate this trust and can exploit the patient's vulnerability.</p> <p><i>Examples:</i></p>

	<ul style="list-style-type: none"> • <i>Dr. Smith entered into a romantic relationship with a patient he was treating for depression, compromising the patient's care and taking advantage of their emotional state.</i> • <i>Therapist Johnson sent personal and suggestive messages to a patient, blurring the lines of professional conduct and patient trust.</i>
Discrimination or Harassment	<p>All patients deserve care that's free from bias and harassment. Discrimination or harassment based on race, gender, sexuality, or any other factor is unacceptable in healthcare settings.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Nurse Lee repeatedly made derogatory comments about a patient's sexual orientation, creating a hostile and uncomfortable environment for the patient.</i> • <i>Clinic C refused to provide certain services to patients from a particular ethnic background, demonstrating clear discriminatory practices.</i>
Failure to Follow Procedures and Protocols <i>Public Health Regulation 2022 (NSW) Sch 3(1) and (3)</i>	<p>Health providers must follow healthcare procedures and protocols so as to keep patients safe. Ignoring these guidelines can lead to mistakes, such as infections from not sterilizing equipment or harm from not following surgical checklists.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Surgeon Evans skipped several steps in the pre-surgical checklist, leading to a surgical instrument being left inside a patient, requiring additional surgery to remove it.</i> • <i>The staff at Nursing Home D did not follow infection control protocols during an outbreak, resulting in the spread of infection among many residents and staff.</i>
Access to Healthcare Services	<p>Everyone should be able to get the healthcare services they need. When people have trouble accessing services—whether due to long wait times, location, financial costs, or other barriers—it can be a significant issue that needs addressing.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>The residents of a rural community found it difficult to access specialist care because the nearest facility offering such services was several hours away, causing delays in receiving necessary treatments.</i> • <i>Emma, who is uninsured and has a low income, was unable to afford a necessary medical procedure because the local clinic's fees were too high and they did not offer a sliding scale for payment.</i>
Health Education and Advertising <i>Public Health Act 2010 (NSW) Part 7, Division 1 and 3</i>	<p>Healthcare providers should present accurate and truthful health information. When healthcare providers or companies share misleading or incorrect information about treatments, products, or health services, it can lead to confusion and potentially harmful decisions.</p>

	<p>Examples:</p> <ul style="list-style-type: none"> • A <i>wellness clinic distributed flyers claiming their supplements could cure chronic diseases without scientific evidence to support these claims, misleading patients about their health choices.</i> • An <i>online advertisement by a dental practice promised pain-free treatments with a new technology that, in reality, was not significantly different from traditional methods, creating false expectations for patients.</i>
<p>Health Practitioner Won't See Me</p>	<p>Doctors and health practitioners generally have the right to choose whom they see, except in emergencies where life-saving treatment is required. In non-emergency situations, a practitioner might not see a patient for various reasons, including scheduling conflicts, payment issues, or if the patient needs a specialist's care.</p> <p>Examples:</p> <ul style="list-style-type: none"> • <i>Sarah's general practitioner declined to continue seeing her after repeated missed appointments and non-payment for previous visits, advising her to seek care at another clinic.</i> • <i>Dr. Lee, a specialist, informed Mike that he could not take him on as a new patient due to a full caseload but provided referrals to other specialists who could address his medical needs.</i>

Step 2: What is the Jurisdiction of the complaints body?

Jurisdiction	Description
State: NSW	This complaints body has powers to hear complaints under the law of New South Wales.
Geographical Scope	In order for the HCCC to have jurisdiction to hear a complaint, the complaint must relate to a health service provided in NSW.
Time Limitations	<p>The HCCC has jurisdiction to hear complaints that are made within 5 years of the incident.</p> <p>Extensions may be considered under certain circumstances by contacting the HCCC directly.</p>
Exclusions	<p>In some instances, the HCCC may determine that the complaint should be referred to another body more appropriate to the nature of the complaint.</p> <p>The HCCC will not deal with complaints about the Ageing and Disability Commission, which relates to complaints about abuse or neglect of older people with disability.</p> <p>For example, the Commission received a complaint from an individual about the medical care her father was receiving in an Aged Care Facility. The Commission determined that no further action was required in relation to the treating physician, but that the complaint</p>

	should be referred to the Aged Care Quality and Safety Commission for consideration.
Additional information you need to know	You need to consider whether your complaint crosses over into other areas such as discrimination as you may be eligible to make a complaint via more than one body/pathway.

Step 3: Who can you make a complaint against?

Respondent	Description
Registered Health Practitioners	The HCCC manages complaints in relation to registered health practitioners. Registered health practitioners include medical practitioners, nurses, pharmacists and dental practitioners.
Unregistered Health Practitioners (<i>Public Health Act 2010 (NSW) s 100</i>)	The HCCC manages complaints about unregistered health practitioners. Unregistered health practitioners include counsellors, speech therapists, naturopaths, massage therapists and alternative health care providers.
Health Organisations	The HCCC manages complaints in relation to both public and private hospitals, medical centres, imaging and radiation services.
Exclusions	<p>The HCCC will not manage complaints in regards to medico-legal experts.</p> <p>Expert opinion evidence, provided in court proceedings, does not fall within the complaints handling regime established by the <i>Health Care Complaints Act 1993 (NSW)</i>.³</p>

Step 4: Are you eligible to make a complaint? (Jurisdiction: Complainant's Eligibility)

Eligibility	Description
Who can make a complaint <i>Health Care Complaints Act 1993 (NSW) s 8 (1)</i>	<p>Anyone can make a complaint to the HCCC, including:</p> <ul style="list-style-type: none"> • you as the person who experienced the problem. • a parent or guardian of the person or child concerned. • a relative, friend or representative of your choice. • a health service provider or other concerned person. • the Commission, who can initiate an “own motion” complaint if it becomes aware of significant risks to public health and safety or significant concerns about a health service provider.
Exclusions	N/A
Time Limits	The HCCC has jurisdiction to hear complaints that are made within 5 years.
Additional information you need to know	If you are making a complaint on behalf of another person, written authority from that person will assist the Commission to process the complaint. Written authority is also necessary if the Commission requires access to the medical records of the person who

³ *Hastwell v Health Care Complaints Commission* [2021] NSWCA 22.

experienced the problem. This is not necessary if the person is under the age of 18 or deceased.

Step 5: What remedies are available at this body?

Power	Description
Resolving the complaint	The HCCC can assist in resolving your complaint if you are satisfied that your concerns have been appropriately addressed by the health practitioner or medical organisation.
Referring to the relevant professional council <i>Health Care Complaints Act 1993 (NSW) s 13</i>	The HCCC can decide to refer your complaint to the relevant professional council to consider further action to address any poor performance or conduct of a practitioner.
Referring to another body <i>Health Care Complaints Act 1993 (NSW) s 26</i>	The HCCC can refer your complaint to another body that is more suitable to deal with the complaint. For example, if your complaint is in relation to conditions in a nursing home, it can be referred to the Aged Care Quality and Safety Commission.
Referring to the HCCC's Resolution Service	The HCCC has a Resolution Service in which an independent facilitator can assist with resolving your complaint with the health care provider. The independent facilitator will facilitate a conversation to help come to a better understanding and agreement on action.
Making comments to the practitioner or a health organisation to improve future practice or treatment	If the issues raised can be dealt with minor corrections to practices or procedures, the HCCC will raise comments to the health organisation or health provider to address any future risks raised by your complaint.
Investigating the complaint <i>Health Care Complaints Act 1993 (NSW) s 23(a)(b)</i>	The HCCC has the power to investigate complaints that raise a significant risk to public health or safety. In some cases, your complaint could result in disciplinary action against the practitioner.
Referring the complaint for conciliation or complaint resolution <i>Health Care Complaints Act 1993 (NSW) s 24</i>	The HCCC must refer a complaint for conciliation if it is considered appropriate. The HCCC may refer a complaint for conciliation if the complaint is not required to be investigated or referred to another body.
Referring the complaint to the independent Director of Proceedings	In the case of a registered practitioner, the HCCC may make a determination through their investigations that your complaint should be referred to the Director of Proceedings. The Director of Proceedings can then decide whether to prosecute the complaint before a disciplinary body.

Imposing a Prohibition Order	In the case of an unregistered practitioner, the HCCC has the power to impose a Prohibition Order to ban or limit the practitioner from providing health services.
Referring the complaint to the Director of Public Prosecutions	Where your complaint is about possible criminal conduct, your complaint may be referred to the Director of Public Prosecutions to consider criminal charges.
Making recommendations about service delivery and improvements	Where your complaint is about a health organisation, the HCCC can make recommendations about health service delivery and improvements that are required.
Issuing a public warning	If your complaint relates to a particular treatment or health issue, the HCCC can issue a public warning to address any immediate risk to public health and safety.
Additional information you need to know	The HCCC does not have the power to direct a health service provider or practitioner to pay any damages or compensation or to provide a refund. If you would like a different remedy, we recommend seeking further legal advice.

Step 6: Preparing your complaint. What should your complaint look like? What should it include?

Requirement	Description
Format <i>Health Care Complaints Act 1993 (NSW) s 9</i>	All complaints must be in writing. The easiest way to lodge a complaint is through the HCCC online portal: https://ecomplaints.hccc.nsw.gov.au/
Personal Details	When lodging a complaint, you will be required to provide some personal details, including your: <ul style="list-style-type: none"> • full name and date of birth; • address; and • contact details and preferred contact method. If you are lodging your complaint on behalf of someone else, you will also be required to provide the personal details for that person.
Respondent's Details	You will also need to provide details about the health organisation or practitioner you want to complain about, including their name (if they are an individual) and business details (if an organisation).
Relevant Facts	You will be required to identify the nature of your complaint and what you are complaining about, including details of: <ul style="list-style-type: none"> • what happened; • when it happened; • who was involved;

	<ul style="list-style-type: none"> any person who witnessed or has knowledge about what has occurred. <p>If you would like to submit any supporting documents or information, you can attach copies of these documents to your complaint for the HCCC to consider.</p> <p>To assist with the assessment of your complaint, it is helpful for you to clearly identify your concerns and include as much relevant information as you can. You can contact the HCCC by telephone for assistance in completing your complaint on (02) 9219 7444.</p>
Additional information you need to know	The HCCC will request consent to access the health information of the person the complaint is in relation to. If you choose not to authorise the HCCC to access this information, it may be unable to further assess your complaint.

Step 7: Lodging your complaint and next steps

Step	Description
Where to lodge your complaint	<ol style="list-style-type: none"> 1. You can make your complaint via the online form: https://ecomplaints.hccc.nsw.gov.au/ 2. Alternatively, you can download a complaint form from the HCCC website and submit it by email, fax or post. Download Here. 3. Email: hccc@hccc.nsw.gov.au 4. Post: PO Box K549 Haymarket 1240 5. Fax: (02) 9281 4585
Assessment	<p>Once your written complaint has been received it will be assigned to an Assessment Officer. The Assessment Officer will acknowledge receipt of your complaint and will give you a case number for reference. You should always quote your case number when contacting the Commission.</p> <p>The Assessment Officer will usually contact the provider for a response and may request records and other information. Further clinical advice may be required. The Assessment Officer may also contact you for more information.</p>
Time frame	<p>The HCCC aims to assess complaints within 60 days, however on some occasions the assessment may take longer.</p> <p>Once your complaint has been allocated, you can track the status of your complaint online or contact your Assessment Officer for updates.</p>
Investigation	<p>An Assessment Committee will consider all of the information obtained during the assessment process and decide on the most appropriate outcome. If necessary, further investigation may be undertaken to assess your complaint. If your complaint is about a registered health practitioner, the appropriate Health Professional Council will also be consulted.</p>

Resolution	Once your complaint has been assessed, the Assessment Officer will write to you to advise you of the assessment outcome, and any next steps that might be involved. This is the stage at which a remedy or resolution will be offered to address your complaint.
------------	--

Step 8: Post-complaint – what if you are not happy with the resolution?

Avenue	Description
Request a review	If you are not happy with the outcome of your complaint or feel that the HCCC has overlooked something in its assessment, you can write to the HCCC within 28 days of the date of your decision to request a review.
NSW Ombudsman	If you are still not happy with the way the HCCC has resolved your concerns, you can contact the NSW Ombudsman's Office to make a further complaint [website or contact details].
External review/ remedies	If you would like a remedy or resolution that the HCCC cannot provide, you may consider seeking further legal advice to pursue a claim.
Additional information you need to know	If you have a concern about a breach of privacy, you can contact the NSW Information and Privacy Commission here: https://www.ipc.nsw.gov.au/

Step 9: Overlapping or Related Jurisdiction to the complaints body?

Jurisdiction	Description
Australian Health Practitioner Regulation Agency	The Australian Health Practitioner Regulation Agency (AHPRA) oversee the registration of health practitioners and ensure they meet national standards for practice. AHPRA handles complaints related to the conduct, health, and performance of practitioners, ensuring safe healthcare practice across Australia.
Health Professional Councils Authority	The Health Professional Councils Authority (HPCA) supports 15 health professional councils in New South Wales, working in partnership with the Health Care Complaints Commission (HCCC) to regulate health practitioners. It ensures practitioners meet professional standards, thereby safeguarding public health and safety. The HPCA manages complaints and investigations, maintaining public trust in healthcare services by overseeing practitioner conduct and performance.
Australian Human Rights Commission	If your complaint also relates to discrimination, you may be able to make a separate discrimination complaint to the Australian Human Rights Commission (AHRC) . You could be eligible to make a complaint to the NSW Anti-Discrimination Board https://antidiscrimination.nsw.gov.au/ . You can't make a complaint to the AHRC and the state/territory about the same issue.

Anti-Discrimination NSW	<p>Anti-Discrimination NSW can both handle complaints about discrimination by NSW public authorities and community service providers.</p> <p>The NSW Ombudsman and Anti-Discrimination NSW have an information sharing and complaint referral agreement that allows them to refer each other complaints that appear to fall within or partly within the others jurisdiction. Complaints can only be referred with the consent of the complaint.</p>
Private Health Insurance Ombudsman	<p>The Private Health Insurance Ombudsman (PHIO) provides an independent service to help consumers with complaints and inquiries about private health insurance. PHIO plays a crucial role in protecting the interests of private health insurance members by resolving disputes between members and their insurers, offering advice, and promoting a better understanding of private health insurance.</p>
Information and Privacy Commission New South Wales	<p>The Information and Privacy Commission NSW (IPC NSW) oversees privacy and information management for the state of New South Wales. It handles complaints regarding breaches of privacy and improper handling of personal information by NSW government agencies, providing guidance on privacy practices and promoting the protection of personal information.</p>
Ageing and Disability Commission	<p>The Ageing and Disability Commission in New South Wales is dedicated to protecting older adults and people with disability from abuse, neglect, and exploitation. It investigates and responds to concerns, promotes the rights of these individuals, and works to improve their wellbeing and safety in the community and in care settings.</p>
NSW Ombudsman	<p>The NSW Ombudsman is an independent and impartial watchdog that oversees public administration in New South Wales. It investigates complaints about state government agencies, local governments, and some community service providers, aiming to ensure fairness, accountability, and improved service delivery across public services.</p>

Need help?

Organisations that can help you make your complaint, provide support or give you more information

Organisation	Contact Details	How they can help
Inquiry Officers from HCCC	<p>Website: https://www.hccc.nsw.gov.au/Contact-us/online-inquiry-form</p> <p>Email: https://ecomplaints.hccc.nsw.gov.au/inquiry</p> <p>Telephone: 1800 043 159</p>	<p>The HCCC's Inquiry Service can provide additional assistance to help you with writing your complaint.</p>
Australian Patients Association	<p>Call 03 9274 0788 or visit www.patients.org.au</p>	<p>Australian Patients Association provides</p>

		patient advocacy, information and support.
Translating and Interpreter Service	Website: www.tisnational.gov.au Telephone: 131 450	Provides interpreting and translation services for people if English is not their first language.
National Relay Service	Website: www.accesshub.gov.au	Provides a range of services to support people who are deaf or have a hearing or speech impairment to communicate.

Self-help tools and resources

Resource	How this helps
Frequently Asked Questions	Information about frequently asked questions to the HCCC.
Tips for making a complaint	Step-by-step process on how to make a complaint with the HCCC.
Partnership for Justice in Health	Resources for First Nations People.
Care Opinion	Feedback platform for health and social care.
Australian Indigenous HealthInfoNet	Research aimed at providing the knowledge and other information needed for practitioners and policy-makers to make informed decisions in their work.
Aboriginal Patient Advocacy Training	Resources on all issues affecting health consumers.
Call It Out	Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body.

Not the right complaints body for you?

Other bodies that deal with Health Care Complaints

Organisation	Contact Details	How they can help
Australian Human Rights Commission	Website: https://humanrights.gov.au/ Telephone: 1300 656 419	If you believe you have been refused medical treatment on the basis of discrimination, a complaint can be lodged with the Australian Human Rights Commission.

NSW Anti-Discrimination Board	<p>Website: https://antidiscrimination.nsw.gov.au/</p> <p>Email: complaintsadb@justice.nsw.gov.au</p> <p>Telephone: 1800 670 812 or 02 9268 5544</p>	If you believe you have been refused medical treatment on the basis of discrimination, a complaint can be lodged with the Anti-Discrimination Board.
Information and Privacy Commission of NSW	<p>Website: www.ipc.nsw.gov.au</p> <p>Email: complaintsadb@justice.nsw.gov.au</p> <p>Telephone: 1800 472 679</p>	Assistance with accessing or amending your health information
Office of Fair Trading	<p>Website: https://www.fairtrading.nsw.gov.au/</p> <p>Telephone: 13 32 20</p>	If you are seeking a refund for faulty goods (i.e. glasses, dentures etc) or for a service if you feel that you did not get what you paid for.
Department of Health	<p>Website: https://www.health.gov.au/about-us/corporate-reporting/report-suspected-fraud</p> <p>Provider Benefits Integrity Hotline Telephone: 1800 314 808</p>	If you are concerned about health practitioners claiming for services or products that weren't provided.
National Health Practitioner Ombudsman	<p>Website: https://www.nhpo.gov.au/</p> <p>Telephone: 1300 795 265</p>	If you believe
Health Professions Council Authority	<p>Website: https://www.hPCA.nsw.gov.au/</p> <p>Telephone: 1300 197 177</p> <p>Email: HPCA-mail@health.nsw.gov.au</p>	If you want to make a complaint about a registered health practitioner or student in NSW, a complaint can be lodged with HCPA.
Australian Health Practitioner Regulation Agency	<p>Website: https://www.ahpra.gov.au/</p> <p>Telephone: 1300 419 495</p>	If you are concerned about the conduct of an Australian registered health practitioner, a complaint can be lodged with AHPRA.