

## CONCERNED ABOUT YOUR HEALTH CARE?

The Code of Conduct for unregistered health practitioners sets out what you can expect from your provider.

If you are concerned about the health service that was provided to you or your next of kin, talk to the practitioner immediately. In most cases the health service provider will try to resolve them.

If you are not satisfied with the provider's response, **contact the Inquiry Service of the Health Care Complaints Commission on (02) 9219 7444 or toll free on 1800 043 159** for a confidential discussion.

If your complaint is about sexual or physical assault or relates to the immediate health or safety of a person, you should contact the Commission immediately.

### **What is the Health Care Complaints Commission?**

The Health Care Complaints Commission is an independent body dealing with complaints about health services to protect the public health and safety.

### **Service in other languages**

The Commission uses interpreting services to assist people whose first language is not English. If you need an interpreter, please contact the Translating and Interpreting Service (TIS National) on **131 450** and ask to be connected to the Health Care Complaints Commission on **1800 043 159** (9.00 am to 5.00 pm Monday to Friday).

### **More information**

For more information about the Health Care Complaints Commission, please visit the website [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au).

### **Contact the Health Care Complaints Commission**

Office address: Level 13, 323 Castlereagh Street, SYDNEY NSW 2000  
Office hours: 9.00 am to 5.00 pm Monday to Friday  
Post address: Locked Mail Bag 18, STRAWBERRY HILLS NSW 2012

Telephone: (02) 9219 7444  
Toll Free in NSW: 1800 043 159  
Fax: (02) 9281 4585  
E-mail: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

People using telephone typewriters please call (02) 9219 7555