

How to make a complaint to the Health Complaints Commissioner (HCC)

Use the online form or contact the office in person or by phone.

The form is at: <https://hcc.vic.gov.au/make-complaint>

For help completing the form:

- Call **1300 582 113**
- If you are deaf, hard of hearing or have a speech impairment, call the [National Relay Service](#)
- If you need an interpreter – Call **131 450**
- Make an appointment to get help **in person** *when the Covid-19 restrictions allow it*. To make the appointment call 1300 582 113
The address is Level 26, 570 Bourke Street, Melbourne.

Before filling out the form:

The online form stays open for 30 minutes so have your information ready. Collect any documents (letters, referrals, photos or invoices) to support your complaint before you go to the online form.

The questions include:

- Information about the health service provider, including their contact details
- The date of the incident
- Did you try to resolve the complaint directly with the service provider and how did they respond? (Yes or No) Note – you must try to resolve the issue directly before you make the complaint to the HCC
- Who was affected? (You or Someone else)
- Your name and contact details – You do not have to give your name **but if you do not:**
 - there is a limit to how far they can take the complaint and
 - they will not be able to send you updates
- Are you making the complaint for an organisation or for a person?
- Do you need an interpreter?
- What is your complaint and what do you want to happen?
- Do you give permission to share your complaint?

Include your original complaint letter, the response you received and any other relevant supporting documents (letters, reports, photos or invoices)

Please note, the HCC can only deal with complaints about health services or health records in Victoria.