

Feedback and Complaints

We welcome feedback, compliments, concerns and complaints. Your feedback helps us improve the quality, safety and experience of the care we provide.

If you have a concern, we encourage you to speak with our staff or contact the Practice Manager. We will listen respectfully, take your concern seriously and handle your information confidentially. Making a complaint will not affect the care you receive.

You can provide feedback or make a complaint in person, by telephone, in writing or by email.

We aim to acknowledge written complaints within two business days where contact details are provided. More complex matters, including concerns about clinical care, may require investigation. We will keep you informed of progress where appropriate.

External complaint options

If you are not satisfied with our response, or prefer to raise your concern externally, you may contact:

Office of the Health Ombudsman (Queensland)

For complaints about health services and health practitioners in Queensland.

[Make a complaint to the Office of the Health Ombudsman](#)

Phone: 133 OHO (133 646)

Office of the Australian Information Commissioner

For concerns about how personal or health information has been handled, including privacy or access to records.

[Make a privacy complaint to the OAIC](#)

Phone: 1300 363 992

Australian Human Rights Commission

For concerns about unlawful discrimination.

[Make a complaint to the Australian Human Rights Commission](#)

Phone: 1300 656 419

In Queensland, the Office of the Health Ombudsman is the appropriate external pathway for complaints about health services and registered health practitioners; Ahpra directs Queensland complainants to the OHO.