# Patient Complaint Form

## I want to lodge a complaint with Balance! Healthcare –

## My details are:

Mr/Mrs/Ms (other) _____ First Name _____ Last Name _____

Address _____

Postcode _____ State _____

Telephone: _____

Mobile: _____

E-mail address _____

Date of Birth ____/____/_____

The best way to contact me is_____

I am lodging this complaint on behalf of: **Myself** (go to page 2 of the form)

**Another person** (please complete the details below)

## Details of the person who received the service are:

Mr/Mrs/Ms (other) _____ First Name _____ Last Name _____

Address _____

Postcode _____ State _____

Telephone:) _____

Mobile_____

E-mail address _____

Date of Birth ____/____/_____

Is the person deceased? **Yes** (if yes go to the next page) **No**

Is that person aware you are making this complaint? **Yes No**

My relationship with the person is (for example sister, parent, carer) _____

## I want to complain about:

Provider Name: _____

Address _____

Postcode _____ State _____

Telephone_____

Type of health service provider (for example doctor, nurse) _____

## My complaint is:

Use the space below to provide a short summary of your complaint. It is useful to include what happened, when it happened, who was involved and attach any relevant documents you have to the back of this form.

**The main issues I am concerned about are:**

_____
_____
_____
_____
_____

**As a result of my complaint I want:**

_____
_____
_____
_____
_____

**Please send the information to:**
Practice Manager

**Springwood:**

PO Box 675
Springwood NSW 2777

**Blackheath:**

108 Wentworth Street
Blackheath NSW 2785

**Edmonton:**

5 Walker Road
Edmonton QLD 4869

Alternatively if you would like to take your complaint further you can contact the Healthcare Commission in your state:

**NSW**

The Commissioner
Health Care Complaints Commission
Locked Mail Bag 18
STRAWBERRY HILLS NSW 2012
Toll Free in NSW: 1800 043 159

**QLD**

Health Quality and Complaints Commission
GPO Box 3089
Brisbane QLD 4001
Telephone (07) 3120 5999