



The HCSCC

Helps people sort out complaints by:

- + Giving advice;
- + Helping people talk to one another;
- + Conciliation;
- + Investigation.

Contact us if you would like more information or are thinking about making a complaint.



For more information about the HCSCC, including how to make a complaint and how to respond to a complaint, please contact the HCSCC or visit our website.

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Darwin NT 0801

Level 5, NT House
22 Mitchell St, Darwin NT 0800

Phone: 08 8999 1969
Freecall: 1800 004 474

Fax: 08 8999 6067

Email: hcscc@nt.gov.au

TTY: 133 677 or 1800 555 677

**Translating and
Interpreting Service (TIS):** 131 450

www.hcscc.nt.gov.au



Got a problem with a health service?

You can complain to the HCSCC.

**DRIVING
improvement**

If you want to make a complaint, you, or someone you trust can contact the HCSCC.

The HCSCC is an independent body that deals with complaints about health, disability and aged services in the NT.

Making a complaint can help you get answers, and help the health service to understand the problem, so that everyone can have better health services in the future.

You can make a complaint about a

- + doctor;
- + nurse;
- + hospital;
- + dentist;
- + clinic;
- + ambulance;
- + pharmacy;
- + any other health professional and;
- + any other service that looks after your health.

You can talk to us

Tell us your story if:

- + You think the health service was no good;
- + You think they didn't treat you fairly;
- + You didn't understand what the service was about;
- + You are worried about the health service.

The HCSCC is here to help you to sort out your problems with the health service.

We don't take sides but we will listen to your complaint, talk to the service about it, and see if we can help fix your problem.

