

Patient Advocacy Resource Series

Guide 001 – Hospital Complaint Pathway

Our Purpose

Queensland Hospital Watch supports Queensland patients and families through practical information, advocacy and shared experiences. Every Voice Matters.

When should I complain?

You can raise concerns about communication, delays, safety, dignity, access to care or other aspects of your healthcare experience.

Suggested pathway

- Speak with the treating team if appropriate.
- Contact Patient Liaison.
- Submit a written complaint.
- Review the response.
- Escalate to the OHO if appropriate.

Helpful tips

- Be factual.
- Use dates and times.
- Explain the impact.
- Clearly state the outcome you are seeking.

Quick Checklist

- Keep copies of correspondence.
- Create a timeline.
- Use facts rather than assumptions.
- State the outcome you want.
- Keep a copy of your complaint.

Disclaimer: General information only. This guide is not medical or legal advice. Seek professional advice for your individual circumstances. In an emergency call 000.