

Patient Advocacy Resource Series

Guide 002 – Office of the Health Ombudsman

Our Purpose

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

What is the OHO?

The Office of the Health Ombudsman receives and assesses complaints about health services and practitioners in Queensland.

Before lodging

- Prepare a timeline.
- Attach supporting documents.
- Explain the impact.
- Be clear about your requested outcome.

Possible outcomes

The complaint may be referred, resolved, assessed further or investigated depending on the circumstances.

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.