

# Remedy Healthcare complaint fact sheet

If you have feedback with any aspect of our service delivery or client care, or feel that our service has failed to meet your expectations, we would like to hear from you. We are committed to resolving complaints in a fair and efficient manner and view your feedback as a vital opportunity to improve our services.

## To provide feedback or lodge a complaint you can:

Call us: 1300 224 334

Write us a letter: Remedy Healthcare Group,  
GPO Box 2219,  
MELBOURNE, VIC, 3001

Email us: [remedy@remedyhealthcare.com.au](mailto:remedy@remedyhealthcare.com.au)

We will confirm the receipt of your complaint within 1 business day and attempt to resolve within 5 business days.

Personal and health information provided in connection with your feedback will be handled in accordance with relevant privacy laws. A copy of our privacy policy is available at [remedyhealthcare.com.au](http://remedyhealthcare.com.au)

## If you are not satisfied with the outcome:

1. You can raise your concerns with your Private Health Insurer – details about their complaint process can be located on their website.
2. Each State and Territory has a free independent health service to help consumers with their health service concerns.

State	Name	Address	Phone Number
Victoria	Office of the Health Services Commissioner <a href="http://health.vic.gov.au/hsc">health.vic.gov.au/hsc</a>	26th floor 570 Bourke St, Melbourne 3000	Phone - 1300 582 113
NSW	Health Care Complaints Commission <a href="http://hccc.nsw.gov.au">hccc.nsw.gov.au</a>	Level 13, 323 Castlereagh St, Sydney 2000 Locked Bag 18, Strawberry Hills 2012	Phone - (02) 9219 7444 Freecall™ - 1800 043 159 TTY - (02) 9219 7555
Queensland	Office of the Health Ombudsman <a href="http://oho.qld.gov.au">oho.qld.gov.au</a>	PO Box 13281 George Street Brisbane Qld 4003	Phone - 133 646
South Australia	Health and Community Services Complaints Commissioner (HCSCC) <a href="http://hcsc.sa.gov.au">hcsc.sa.gov.au</a>	PO Box 199 Rundle Mall, Adelaide 5000	Phone - (08) 8226 8666 Freecall™ - 1800 232 007
Western Australia	Health and Disability Services Complaints Office (HaDSCO) <a href="http://hadsco.wa.gov.au/home/">hadsco.wa.gov.au/home/</a>	PO Box B61 Perth, Western Australia 6838	Phone - (08) 6551 7600 Freecall™ - 1800 813 583
Tasmania	Health Complaints Commissioner (HCC) <a href="http://healthcomplaints.tas.gov.au">healthcomplaints.tas.gov.au</a>	99 Bathurst St, Hobart 7000 GPO Box 960, Hobart 7001	Freecall™ - 1800 001 170
ACT	ACT Human Rights Commission <a href="http://hrc.act.gov.au">hrc.act.gov.au</a>	Level 4, 12 Moore St, Canberra City 2600 GPO Box 158, Canberra City 2601	Phone - (02) 6205 2222 TTY - (02) 6205 0525 SMS - 0466 169 997
Northern Territory	Health & Community Services Complaints Commission (HCSCC) <a href="http://hcsc.nt.gov.au">hcsc.nt.gov.au</a>	5th floor, NT House 22 Mitchell St, Darwin 0800 GPO Box 440, Darwin 0801	Phone - (08) 8999 6067 Freecall™ - 1800 004 474