

Patient Travel Subsidy Scheme - Complaints

Description:

Complaints

The best way to have your complaint dealt with effectively is to make it in writing. You should clearly describe the circumstances of the situation that has led you to make a complaint stating if you can, times, dates, locations, and the names of persons involved. You should also be clear about identifying what aspects of the situations have caused you a problem and what you would see as being a satisfactory resolution. You should of course, be sure to include sufficient details about yourself so that your file can be located and you can be contacted easily.

If you are unsatisfied with a decision that has been made about your application for travel and accommodation subsidies or if you are unsatisfied with the manner in which service was provided, you should bring the matter to the attention of Queensland Health. This is the only way service can be improved. Feedback is encouraged. You will not be discriminated against in any way because you have made a complaint.

Stage 1 - The Medical Superintendent

The first place to which you should bring your concerns is the health facility responsible for providing the service you require. In most cases this will be to the Medical Superintendent of your local hospital.

If your complaint is an appeal to have your request for assistance reconsidered you should expect a response within two working days of it being received. Otherwise you should expect a response within one week.

Stage 2 - The Health Service District manager

If you feel that your complaint has not been dealt with to your satisfaction you should send it to the manager of the Health Service District involved. Your local hospital can provide you with the name and address of the District Manager. In this case you should expect a response to your complaint within two weeks of it having been received.

Stage 3 - The Health Quality and Complaints Commission

If you believe that your complaint has not been dealt with to your satisfaction, you should contact the Health Quality and Complaints Commission on (07) 3120 5999 or freecall 1800 0077 308. The Health Quality and Complaints Commission is an independent body that has been established for dealing with health-related complaints. They will see that your complaint is dealt with in the most effective manner.

Personal Support

Sometimes you may need to speak to someone in the health system in person. If you are not confident about doing this yourself you can take a friend or family member with you.

Alternatives

It is of course, your right to access a range of other dispute resolutions mechanisms. You can write directly to the Minister for Health or the State Ombudsman. You can also seek the assistance of the Justice Department's Community Justice Program. However, people involved with these systems will want to know whether you have first attempted to resolve the problem in the manner already outlined. In most cases, they will require that you go through normal channels before they will become involved.

Complaints about the Scheme guidelines

Patient Travel Subsidy Scheme - Complaints

Hospitals and Health Service Districts are responsible for applying the Scheme guidelines in a fair and consistent manner. However, they are not in a position to change the guidelines. If you believe that the guidelines themselves need to be improved you should direct your views to:

The Director *Integrated Patient Transport Unit* PO Box 2368 Fortitude Valley Q 4006

Other Resources

Related Factsheets

- [Who is eligible?](#)
- [What to do if you think you are eligible](#)
- [PTSS - what is it?](#)
- [PTSS - Schedules](#)
- [PTSS - Application Form](#)