

Remedy Healthcare Complaint Fact Sheet

If you have feedback with any aspect of our service delivery or customer 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

We will confirm the receipt of your complaint within 2 business days 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

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	Health Complaints Commissioner hcc.vic.gov.au	Level 26, 570 Bourke St, Melbourne, VIC, 3000	Phone - 1300 582 113
NSW	Health Care Complaints Commission hccc.nsw.gov.au	Level 12, 323 Castlereagh St, Sydney NSW, 2000 PO Box K549, Haymarket, NSW, 1240	Phone - (02) 9219 7444 Freecall™ - 1800 043 159 TTY - (02) 9219 7555
Queensland	Office of the Health Ombudsman (OHO) oho.qld.gov.au	PO Box 13281 George Street, Brisbane Qld, 4001	Phone - 133 646
South Australia	Health and Community Services Complaints Commissioner (HCSCC) hcsc.sa.gov.au	PO Box 199 Rundle Mall, Adelaide, SA, 5000	Phone - (08) 8226 8666 Freecall™ - 1800 232 007
Western Australia	Health and Disability Services Complaints Office (HaDSCO) hadsco.wa.gov.au	PO Box B61 Perth, WA, 6838	Phone - (08) 6551 7600 Freecall™ - 1800 813 583
Tasmania	Health Complaints Commissioner (HCC) healthcomplaints.tas.gov.au	NAB House, Level 6, 86 Collins St, Hobart, TAS, 7000 GPO Box 960, Hobart 7001	Freecall™ - 1800 001 170
ACT	ACT Human Rights Commission hrc.act.gov.au	56 Allara St, Canberra, ACT, 2601 GPO Box 158, Canberra City, ACT, 2601	Phone - (02) 6205 2222 TTY - (02) 6205 0525
Northern Territory	Health and Community Services Complaints Commission (HCSCC) hcsc.nt.gov.au	Level 4, NT House 22 Mitchell St, Darwin, NT, 0800 GPO Box 4409, Darwin, NT, 0801	Phone - (08) 8999 6067 Freecall™ - 1800 004 474