How We Handle Your Feedback and Complaints

Brisbane Pain Medicine · Patient Information Sheet

Specialist Suites, Herston Private Hospital, 7 Wren St, Bowen Hills QLD 4006 · Phone 0494 507 580

We want to hear from you

At Brisbane Pain Medicine we aim to give every patient safe, respectful and high-quality care. If something has not gone the way you expected, we want to know. Your feedback, whether it is a compliment, a suggestion or a complaint, helps us improve our service for you and for other patients.

Making a complaint will **not** affect the care you receive from us. You will continue to be treated with the same respect and attention. Under Queensland law, a health service provider must not treat you unfairly because you have made a complaint.

What you can give feedback about

You can raise any concern about your experience with our practice, for example:

- your treatment or care
- communication with Dr Minhas or our staff
- appointments, waiting times or access to the practice
- fees, accounts or billing
- how your personal or health information has been handled
- the practice environment or facilities

Step 1 – Tell us about your concern

Most concerns can be sorted out quickly by talking with us directly. You can:

- **Speak to us** in person at reception, or call **0494 507 580**
- **Email us** at admin@drminhas.com.au
- **Write to us** at Brisbane Pain Medicine, Specialist Suites, Herston Private Hospital, 7 Wren St, Bowen Hills QLD 4006, marked *Attention: Practice Manager*

It helps us if you include:

- your name and best contact details
- what happened, and when
- who was involved (if you know)
- what you would like to happen to resolve the matter

You are welcome to have a family member, carer, friend or advocate help you or make the complaint on your behalf (we will need your consent to discuss your health information with them). If you need an interpreter, you can contact the free Translating and Interpreting Service (TIS National) on **131 450** and ask them to call us.

You can also give feedback anonymously. We will still look into the issue, although we may not be able to reply to you directly.

Step 2 – What happens next

1. **We acknowledge your complaint** – we will let you know we have received it, usually within **2 business days**.
2. **We look into it** – the Practice Manager and, where appropriate, Dr Minhas will review your concerns. We may contact you to ask for more information or to talk it through.
3. **We respond to you** – we aim to give you a full response within **30 days**. If we need more time, we will keep you updated and explain why.
4. **We make things right where we can** – this may include an explanation, an apology, a change to your account, or a change to how we do things.
5. **We learn from it** – complaints are reviewed so we can improve our processes and prevent the same problem happening again.

Your privacy

All complaints are handled confidentially. Information about your complaint is kept separate from your medical record and is only shared with the people who need it to resolve your concerns. We handle your personal information in line with our Privacy Policy and the *Privacy Act 1988* (Cth).

Step 3 – If you are not satisfied

If you are not happy with our response, or you would prefer not to raise your concern with us directly, you can contact an independent organisation. These services are free.

Office of the Health Ombudsman (OHO) – Queensland's independent health service complaints agency

- Phone: **133 OHO (133 646)**, 9.30 am to 4 pm, Monday to Friday
- Online: **www.oho.qld.gov.au**
- Post: PO Box 13281 George Street, Brisbane QLD 4003

Office of the Australian Information Commissioner (OAIC) – for complaints about privacy or how your health information has been handled

- Phone: **1300 363 992**
- Online: **www.oaic.gov.au**
- Post: GPO Box 5288, Sydney NSW 2001

The OAIC will usually ask that you raise a privacy concern with us first and give us the chance to respond.

Compliments are welcome too

If you have had a positive experience, we would love to hear about it. Compliments are shared with our team and help us know what we are doing well.

Thank you for helping us improve our care.

Last reviewed: November 2026