

David Crofts

From: David Crofts <david.crofts@gmail.com>
Sent: Friday, 20 July 2012 06:09 PM
To: ombudsman@ombudsman.gov.au
Subject: To :- The most receptive and responsible authority
Attachments: 2012.07.20 - Commonwealth Ombudsman.pdf; Dr_Saji_Damodaran.pdf

Re :-

“The Medical Board of Australia” must “submit” to the legal authority of
“The Office of the Commonwealth Ombudsman”.

Dear Sir/Madam,

I have attached to this email, a letter requesting intervention by the Ombudsman, along with all necessary and related information you may feel required, as you perform your dedicated function of justly directing the concerned individuals in such a way as everyone's needs can be taken into account; hence facilitating a just and fair act of balancing justice.

Sincerely,

David Crofts.

23 Brisbane Street
Berwick Victoria 3806
Australia

Telephone: 03 9707 4594
Mobile: 0437 074 594

<http://www.davidcrofts.com/>

David A.S. Crofts

23 Brisbane Street
BERWICK Victoria 3806

Friday, 20th July 2012

The Commonwealth Ombudsman

G.P.O. Box 442
CANBERRA A.C.T. 2601

Dear Sir/Madam,

I choose to write to “The Commonwealth Ombudsman” and not “The National Health Practitioner Ombudsman and Privacy Commissioner” as mis-advised by my last un-satisfactory exchange with “The Australian Health Practitioners Regulation Agency” as there exist a number of reasons for me to address the authority with the widest possible control and not simply focus on the one for the health professional only. Primarily, you represent the appropriate authority, not “The Medical Board of Australia”, as the issue I wish to raise, although relevant to every health professional, applies more widely and includes any, and indeed all, individuals who supply or receive, advertised “service” for which one is expected to pay compensation.

Dr. Saji Damodaran, since August 2011, has continuously and falsely been advertising himself, to all un-suspecting members of the general public, as a medical provider of “consultation”, for which one is expected to pay to him, huge sums of real money, and all one gets in return for this, is the feeding back to you, of your supposedly pre-requisite “machinations”; that he insists upon believing “necessary”; on and about, the “referrer” of this clearly “worthless” service. Quite clearly, this service is of “zero” medical value, and has no “consoling” effect on anyone.

I have only been greeted with open “hostility” from A.H.P.R.A. and “The Medical Board of Australia”, while attempting, un-successfully, to point out this “feeding back” to the referrer as “unnecessary”, and in fact a violation of the individual’s right to confidentiality because of the fact that the information being exchanged relates directly to the identity of the individuals involved.

The primary purpose for this correspondence is to advise the most receptive and responsible authority of how the medical profession can be made better, under my clearly suggested improvements to the regulations that govern them, and if there exists a need for these new regulations to be backed by the warning of all other medical professionals that the best they can ever hope to achieve in their profession; if they should choose to follow the path taken by Saji Damodaran, is to be justly dragged up before a professional standards panel as they have demonstrated, serious, blatant and un-acceptable mis-conduct; then so be it.

The Medical “Board” of Australia is falsely named as there exists a good deal of out-standing “boring” yet to be done to Dr. Saji Damodaran’s un-professional conduct !!!!

Yours sincerely,



David Crofts.

David Crofts

From: Ombudsman <Ombudsman@ombudsman.gov.au>
Sent: Monday, 23 July 2012 03:16 PM
To: david.crofts@gmail.com
Subject: Ombudsman's response [SEC=UNCLASSIFIED]

Our ref: 2012-114343

Dear Mr Crofts

Thank you for your email of 20 July 2012 in which you complain about the Australian Health Practitioners Regulation Authority (AHPRA).

We cannot help you with this matter. The Commonwealth Ombudsman's office investigates complaints about the actions of Australian Government agencies. However, under our legislation we cannot investigate matters relating to a small number of these agencies, including AHPRA. Therefore we cannot investigate your complaint.

You might want to raise your concerns with the Office of the National Health Practitioners Ombudsman. The contact details are:

Location: Office of the National Health Practitioners Ombudsman and Privacy Commissioner
30/570 Bourke Street Melbourne Victoria 3000
Phone: (03) 8601 5234
Email: nhpombudsmanprivacy@health.vic.gov.au

You can view a copy of our Service Charter and our brochure *Making a complaint to the Ombudsman*, which explain the Commonwealth Ombudsman's role in more detail, at <http://www.ombudsman.gov.au/>.

Yours sincerely

Bo Smith
Public Contact Officer
Public Contact and Records Management Team
Commonwealth Ombudsman

COMMONWEALTH OMBUDSMAN - IMPORTANT CONFIDENTIALITY NOTICE

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No use, copying or disclosure (including by further transmission) of this message, an attachment or the content of either is permitted and any use, copying or disclosure may be subject to legal sanctions. This message may contain information which is:

- * about an identifiable individual;
- * subject to client legal privilege or other privilege; or
- * subject to a statutory or other requirement of confidentiality.

If you have received this message in error, please call 1300 362 072 to inform the sender so that future errors can be avoided.

David Crofts

From: David Crofts <david.crofts@gmail.com>
Sent: Saturday, 11 August 2012 11:38 AM
To: 'Ombudsman'
Cc: 'nhpombudsmanprivacy@health.vic.gov.au'; Orchard, Bill
Subject: ATTN :- Logically Flawed Creation of Legislation for the Health Professional Only !!!!
Attachments: Dr_Saji_Damodaran.pdf; medicare-bending.pdf

-----Original Message-----

From: David Crofts [<mailto:david.crofts@gmail.com>]
Sent: Friday, 10 August 2012 10:12 PM
To: billorchard@bigpond.com
Subject: FW: ATTN :- Logically Flawed Creation of Legislation for the Health Professional Only !!!!

Hello Bill,

Please note my provided email.

It seems that my future now only consists of attempting to reverse out the flawed and erroneous actions of the medical profession.

Not a bad way to go.

David Crofts.

----- Forwarded Message -----

From: David Crofts <david.crofts@gmail.com>
To: nhpombudsmanprivacy@health.vic.gov.au
Subject: ATTN :- Logically Flawed Creation of Legislation for the Health Professional Only !!!!
Date: Fri, 10 Aug 2012 01:54:40 +1000

National Health Practitioner Ombudsman and Privacy Commissioner.

Dear Sir/Madam,

As I have been forbidden "justice" from the real, true and logically indicated "Commonwealth" Ombudsman, as shown in the attached documents, I feel the need to vent my spleen on you; some "National" excuse for a potential source of comfort, in the "State" chosen by the Legislators of the Health Professional known as "Victoria", and which clearly only exists to deflect away, all irritating objections, regardless of validity, from those who falsely claim to be the "responsible" authority. Clearly, these individuals have no interest in what is commonly understood by the term "justice".

AHPRA informs me that that you can work "independently" of the Medical Board of Australia, and if I re-issue my notification of Dr. Saji Damodaran to you, you will take it on board, bare your supposed teeth, and prosecute my case in the service of justly dispensing any compensation or punishment for "both" the "victim" and the "health professional" in question; as you are clearly charged with this responsibility, as you are officially titled the National "Health Practitioner" Ombudsman and Privacy Commissioner.

Yours sincerely,

David Crofts.

23 Brisbane Street
Berwick Victoria 3806
Australia.

<http://www.davidcrofts.com/>

David Crofts

From: David Crofts <david.crofts@gmail.com>
Sent: Monday, 20 August 2012 03:06 PM
To: nhpombudsmanprivacy@health.vic.gov.au
Cc: billorchard@bigpond.com
Subject: ATTN :- Logically Flawed Creation of Legislation for the Health Professional Only !!!!
Attachments: Dr_Saji_Damodaran.pdf; medicare-bending.pdf

National Health Practitioner Ombudsman and Privacy Commissioner.

Dear Sir/Madam,

Have you finished pulling "Out" all the dental "work"
"In" the bum/mouth particle of the medical board
of Australia yet?

This includes any revenge "work" done by
the over inflated "Indian" victims of
any English "colonial" invading.

Yours sincerely,

David Crofts.

23 Brisbane Street
Berwick Victoria 3806
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David Crofts.

David Crofts

From: David Crofts <david.crofts@gmail.com>
Sent: Thursday, 30 August 2012 06:11 PM
To: nhpombudsmanprivacy@health.vic.gov.au
Cc: Ian.Pollerd@health.vic.gov.au
Subject: RE: ATTN :- Logically Flawed Creation of Legislation for the Health Professional Only !!!!

National Health Practitioner Ombudsman and Privacy Commissioner.

Dear Mr Pollerd,

I appreciated that the powers that be have placed you in a difficult professional position where you must “decide” between obeying the indisputable laws of logic and your clear pre-disposition to primarily service of the medical profession. It came as no surprise to me when you “chose” to turn your back on “logic” and “chose” to side with the “criminal” and not attempt to force “accountability” out of the Medical Board of Australia, which you clearly falsely claim to be your primary professional purpose.

I gave you the chance to rise above your clearly absurd office and to operate with the supreme authority of that reserved only for the “Commonwealth” Ombudsman, but you have failed my test and have chosen to respond with the illogic of someone so subservient to the medical profession that he actually believes the “bullshit” it clearly and illogically peddles for the sole purpose of servicing its own needs at the expense of all others.

As I will not let you off so easily, I will now point out the faulty logic in the “bullshit” that you have provided to me as some form of flawed excuse for a professional response, until the “bullcrap” nature of this particle of clear “cut & paste” becomes too much for me.

The below statement is all I am able to analyse as what follows after this is only the quotation of the “National” law, a law so regressed and faulty that it has become completely intolerable to any sane and reasonable mind.

“You are seeking to have the decision of the Victorian Board of the Medical Board of Australia (which does not include Dr Flynn) in matter set aside and the matter referred directly to a Panel hearing (without investigation which would be a serious breach of natural justice for the practitioner).”

- (1) I am not seeking to have a “decision” set aside, but instead to have the inherit “investigation”, which in order to correctly progress, must have “identified” all relevant “factors” connected with this, so called, “decision” making process, “continue”, and with renewed vigour, until the board finally sees and admits to the number one “factor” in this “investigation”, and this is the undeniable truth that the “law” has been breached and that the logically indicated “consequences” of such a serious breach need to be applied to Dr. Saji Damodaran.
- (2) Quite clearly, your reference to “without investigation ...” is “bullshit”.
- (3) The “matter” was only ever considered by the “National” board and was not passed along the line to the “State” board.
- (4) Dr. Flynn is “accurately” being identified as the “Respon-dent” as she is the primary party responsible and with the necessary teeth.

Please respond with an email detailing your understanding of my analysis of your email with emphasis on the logically indicated path for all those involved.

Yours sincerely,

David Crofts.

23 Brisbane Street
Berwick Victoria 3806
Australia.

<http://www.davidcrofts.com/>

From: Ian.Pollard@health.vic.gov.au [mailto:Ian.Pollard@health.vic.gov.au] **On Behalf Of**
nhpombudsmanprivacy@health.vic.gov.au
Sent: Thursday, 30 August 2012 01:04 PM
To: dasc1961@netscape.net
Subject: RE: ATTN :- Logically Flawed Creation of Legislation for the Health Professional Only !!!!

Dear Mr Crofts

You are seeking to have the decision of the Victorian Board of the Medical Board of Australia (which does not include Dr Flynn) in matter set aside and the matter referred directly to a Panel hearing (without investigation which would be a serious breach of natural justice for the practitioner).

On the basis of the National Law, there is no basis for the Board to review the decision.

You need to appreciate that it is a committee of the Board that has made the decision not Dr Flynn.

I provide this documentation I received from AHPRA. I help it assists in putting your concern in perspective

The Medical Board of Australia (the National Board) is charged with the responsibility of registering suitably qualified and competent person in the profession and if necessary imposing conditions on the registration of persons in the profession: section 35(1)(a) of the Health Practitioner Regulation National Law as in force in each state and territory (the National Law).

The National Board may establish committees to enable the Board to exercises its functions in a way that provides for an effective and timely local response to health practitioners and other persons in the jurisdiction (section 36 of the National Law). The Victorian Board of the Medical Board of Australia (the Victorian Board) is delegated to make decisions in respect of the registration of, and notifications about, medical practitioners registered in Victoria.

The Victorian Board also has responsibility to oversee the receipt, assessment and investigations of notifications about persons who are registered (section 35(1)(g)). The Victorian Board establishes panels to conduct hearings (section 35(1)(h)) and refers matters to tribunals(section 35(1)(i)).

The Australian Health Practitioner Regulation Agency (AHPRA) provides administrative assistance and support to the National Boards and the Board's committees in the exercising of their functions. The National office of AHPRA provides administrative support to the National Board. The Victorian state office of AHPRA provided administrative assistance and support to the Victorian Board in registering medical practitioners in Victoria and in dealing with notifications about practitioners who are registered in Victoria.

The National Law gives the Boards power to investigate and take action against registered practitioners. The National Law does not give the Boards or AHPRA power to take action against persons who are not registered or other legal entities except in specific circumstances (for example a person who directs or incites a registered health practitioner to do anything in the course of the practitioner's practice of the profession that amounts to unprofessional conduct or professional misconduct can be fined (section 136)).

A notification may be made about a registered health practitioner if a person forms the view that:

(a) that the practitioner's professional conduct is, or may be, of a lesser standard than that which might reasonably be expected of the practitioner by the public or the practitioner's professional peers;

(b) that the knowledge, skill or judgment possessed, or care exercised by, the practitioner in the practice of the practitioner's health profession is, or may be, below the standard reasonably expected;

(c) that the practitioner is not, or may not be, a suitable person to hold registration in the health profession, including, for example, that the practitioner is not a fit and proper person to be registered in the profession;

- (d) that the practitioner has, or may have, an impairment;
- (e) that the practitioner has, or may have, contravened this Law;
- (f) that the practitioner has, or may have, contravened a condition of the practitioner's registration or an undertaking given by the practitioner to a National Board;
- (g) that the practitioner's registration was, or may have been, improperly obtained because the practitioner or someone else gave the National Board information or a document that was false or misleading in a material particular.

Should a notification be made about a registered medical practitioner, the matter will be the subject of a preliminary assessment and the Victorian Board will decide whether or not to investigate a notification.

If, following an investigation a matter is referred by the Victorian Board to a panel and the panel decides that a practitioner has behaved in a way that constitutes unprofessional conduct, the panel may do one or more of the following (section 191):

- (a) impose conditions on the practitioner's or student's registration
- (b) for a health panel, suspend the practitioner's or student's registration;
- (c) for a performance and professional standards panel, caution or reprimand the practitioner.

If the Victorian Board considers after investigation that a practitioner has behaved in a way that constitutes professional misconduct, the Victorian Board must refer the matter to the tribunal (the Victorian Civil and Administrative Tribunal - VCAT) pursuant to section 193.

The National Law defines professional misconduct of a registered health practitioner to include—

- (a) unprofessional conduct by the practitioner that amounts to conduct that is substantially below the standard reasonably expected of a registered health practitioner of an equivalent level of training or experience; and
- (b) more than one instance of unprofessional conduct that, when considered together, amounts to conduct that is substantially below the standard reasonably expected of a registered health practitioner of an equivalent level of training or experience; and
- (c) conduct of the practitioner, whether occurring in connection with the practice of the health practitioner's profession or not, that is inconsistent with the practitioner being a fit and proper person to hold registration in the profession.

If the tribunal finds that the practitioner has behaved in a way that constitutes unprofessional conduct or professional misconduct the tribunal may decide to do one or more of the following (section 196(2)):

- (a) caution or reprimand the practitioner;
- (b) impose a condition on the practitioner's registration;
- (c) require the practitioner to pay a fine;
- (d) suspend the practitioner's registration for a specified period;
- (e) cancel the practitioner's registration.

Only the tribunal may suspend a practitioner's registration or cancel the practitioner's registration after a hearing"

best wishes

Ian Pollerd

Manager

Office of the National Health Practitioner Ombudsman and Privacy Commissioner

30/570 Bourke Street
Melbourne 3000

T 03 86015234
F 03 86015895

To download complaint forms www.nhpopc.gov.au

From: "David Crofts" <david.crofts@gmail.com>
To: <nhpombudsmanprivacy@health.vic.gov.au>
Cc: <Ian.Pollerd@health.vic.gov.au>
Date: 28/08/2012 05:34 AM
Subject: RE: ATTN :- Logically Flawed Creation of Legislation for the Health Professional Only !!!!

Response to your email

David Crofts.

23 Brisbane Street
Berwick Victoria 3806
Australia.

<http://www.davidcrofts.com/>

From: Ian.Pollerd@health.vic.gov.au [<mailto:Ian.Pollerd@health.vic.gov.au>] **On Behalf Of**
nhpombudsmanprivacy@health.vic.gov.au
Sent: Tuesday, 21 August 2012 09:49 AM
To: David Crofts
Subject: Re: ATTN :- Logically Flawed Creation of Legislation for the Health Professional Only !!!!

Receipt of your email

Ian Pollerd

Manager

Office of the National Health Practitioner Ombudsman and Privacy Commissioner

30/570 Bourke Street
Melbourne 3000

T 03 86015234
F 03 86015895

To download complaint forms www.nhpopc.gov.au

From: David Crofts <david.crofts@gmail.com>
To: nhpombudsmanprivacy@health.vic.gov.au
Cc: billorchard@bigpond.com

Date: 20/08/2012 03:06 PM
Subject: ATTN :- Logically Flawed Creation of Legislation for the Health Professional Only !!!!

-----Original Message-----

National Health Practitioner Ombudsman and Privacy Commissioner.

Dear Sir/Madam,

Have you finished pulling "Out" all the dental "work"
"In" the bum/mouth particle of the medical board
of Australia yet?

This includes any revenge "work" done by
the over inflated "Indian" victims of
any English "colonial" invading.

Yours sincerely,

David Crofts.

23 Brisbane Street
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Australia.

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Hello Bill,

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Not a bad way to go.

David Crofts.

[attachment "Dr_Saji_Damodaran.pdf" deleted by Ian Pollerd/HeadOffice/DHS] [attachment
"medicare-bending.pdf" deleted by Ian Pollerd/HeadOffice/DHS]

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person named above and may be subject to legal privilege. If you are not
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[attachment "Office-of-the-National-Health-Practitioner-Ombudsman-Complaint-Form.pdf" deleted by Ian Pollerd/HeadOffice/DHS]

This email contains confidential information intended only for the person named above and may be subject to legal privilege. If you are not the intended recipient, any disclosure, copying or use of this information is prohibited. The Department provides no guarantee that this communication is free of virus or that it has not been intercepted or interfered with. If you have received this email in error or have any other concerns regarding its transmission, please notify Postmaster@dhs.vic.gov.au

From: david.crofts@gmail.com

To: billorchard@bigpond.com

Cc: Ian.Pollard@health.vic.gov.au

Subject: FW: RE: ATTN :- Logically Flawed Creation of Legislation for the Health Professional Only !!!!

Date: Wed, 5 Sep 2012 10:52:00 +1000

Hello Dr. Orchard,

This sounds very final,
but my quest for justice goes on.

Enjoyment all around is in order,
so party on Bill.

David.

----- Forwarded Message -----

From: nhpombudsmanprivacy@health.vic.gov.au

To: dasc1961@netscape.net

Subject: RE: ATTN :- Logically Flawed Creation of Legislation for the Health Professional Only !!!!

Date: Tue, 4 Sep 2012 09:49:03 +1000

I have received your email.

There will be no more communication from this office

Ian Pollard

Manager

Office of the National Health Practitioner Ombudsman and Privacy Commissioner

30/570 Bourke Street

Melbourne 3000

T 03 8601 5234

F 03 8601 5895

To download complaint forms www.nhpopc.gov.au

National Health Practitioner **Ombudsman & Privacy Commissioner**

Complaint Form

This form is to help you make a complaint where you believe an agency has made a mistake or acted wrongly.

These arrangements ensure the accountability, transparency and responsiveness of the regulatory system administered by the national agencies for the scheme namely:

- The Australian Health Practitioner Regulation Agency (AHPRA)
- The 10 National Boards (Chiropractic, Dental, Medical, Nursing and Midwifery, Optometry, Osteopathy, Pharmacy, Physiotherapy, Podiatry, Psychology)
- AHPRA's Agency Management Committee and
- The Australian Health Workforce Advisory Committee

Use this form if you believe that you have been treated unfairly in administrative processes by the national agencies within the national scheme as listed above or you are complaining on behalf of someone else, and you have their consent to do so.

This form is optional; however, it is important that you include all the information requested as far as it relates to you. If you need more space to complete this form, simply attach additional pages.

About You - the Complainant

Your details - please only provide the contact details that you are happy for our staff to use to contact you.

Please CIRCLE one Name: <input checked="" type="radio"/> Mr / Mrs / Miss / Ms / Dr David Ashley Sutton Crofts			
Mailing Address: 23 Brisbane Street			
Berwick Victoria			
Postcode: 3806		Email: dasc1961@netscape.net	Mobile No:
Contact phone number during business hours:			

Are you making this complaint on behalf of someone else?

No <input checked="" type="checkbox"/>	
Yes <input type="checkbox"/>	
No <input type="checkbox"/>	Do you have the person's consent or knowledge? If you answered yes please complete the next box
Yes <input type="checkbox"/>	

Please CIRCLE one Name of person you are authorised to act on behalf of: Mr / Mrs / Miss / Ms / Dr			
Mailing Address of person you are authorised to act on behalf of:			
Postcode:		Email:	Mobile No:
Contact phone number during business hours of person you are authorised to act on behalf of:			

Do you have a representative that you give authorisation to act on your behalf?

Yes <input type="checkbox"/>	Name of Representative:
	Mailing Address:
	Phone:
	Email:
No <input checked="" type="checkbox"/>	

Please advise our office as soon as possible if any of your contact details change.

The Respondent - who you are complaining about

I am complaining about

PLEASE CIRCLE	
<ul style="list-style-type: none">• The Australian Health Practitioner Regulation Agency (AHPRA)• A National Board (Chiropractic, Dental, Medical, Nursing and Midwifery, Optometry, Osteopathy, Pharmacy, Physiotherapy, Podiatry, Psychology) AHPRA's Agency Management Committee• The Australian Health Workforce Advisory Council	
Individual(s) involved: Dr. Joanna Flynn AM, MBBS, MPH, FRACGP, DRANZCOG	
Address: Chair of the Medical Board of Australia	
A.H.P.R.A., G.P.O. Box 9958, Melbourne, Victoria	
Postcode: 3001	Phone: 1300 419 495

If you are complaining about more than one Respondent, please provide the details on an additional page.

Have you complained to the Respondent?

The National Health Practitioner Ombudsman requires that, as an initial step, you raise your complaint with the Respondent. Have you done this?

Yes <input checked="checked" type="checkbox"/>	No <input type="checkbox"/>
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If Yes, what was its response, if any? Please attach a copy (not the original) of your complaint to the respondent and any letter of reply you have received.

Refusal to admit or act upon the undeniable fact that the law has been breached.
If no, is there any reason you cannot do so?

Your Complaint

How do you believe the agency being:

- The Australian Health Practitioner Regulation Agency (AHPRA) **or**
- A National Board (Chiropractic, Dental, Medical, Nursing and Midwifery, Optometry, Osteopathy, Pharmacy, Physiotherapy, Podiatry, Psychology) **or**
- AHPRA's Agency Management Committee **or**
- The Australian Health Workforce Advisory Council

has treated you unfairly in their administrative processes.

Please describe what aspect of how the Agency handled your issue is of concern to you (attach additional sheets if necessary). We need to know:

- What happened
- How the respondent dealt with your issues
- Where it happened
- When it happened (include dates)
- Who did it (include names of individuals involved)
- How and when you found out about it
- Any other relevant details including any information or evidence to support your case

The Medical Board of Australia refused to admit or act upon an undeniable breach of the law.

Please refer to attached documents.

[illegible]

How would you like to see your complaint resolved? What action would you like the Respondent to take to resolve your complaint?

The indicated resolution is the appointment of a Professional Standards Panel by the
Medical Practitioners Board of Victoria and the appearance of Dr. Saji Damodaran before
this panel for the purpose of ensuring his future practice, if any, meets the minimum legally
dictated standard.


Have you taken this complaint to another agency or organisation?

Yes <input type="checkbox"/>	Please give details and provide copies of relevant documents.	
	Name of Agency/Organisation:	
	Date of Complaint:	
	Is it dealing with your complaint?	Yes <input type="checkbox"/> No <input type="checkbox"/>
No <input checked="" type="checkbox"/>		

Documents

Please give us copies (not the original) of any documents that may help us to investigate your complaint (for example, any correspondence or records of conversations you have had with the Respondent, including their letter of reply).

Please sign and date this form.

Signature: 	Date: 28/08/2012
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Collection Notice

We will use the information you provide to investigate and conciliate your complaint. The NHP Ombudsman is authorised to collect information for investigations. We will usually disclose the information you give us to the Respondent and, if necessary, to others who have information relevant to your complaint. In case of a challenge to a decision by this Office, we may need to disclose some information to a court or to another authority.

How to make a complaint

Before you can lodge a complaint, you will generally need to complain directly to the agency and allow a reasonable time for them to respond. If you do not receive a response or you are dissatisfied with the response, you may complain to our Office.

We can receive complaints by mail, fax, email, telephone or hand delivery to our Office.

Post and Hand Delivery:	Office of the National Health Practitioner Ombudsman and Privacy Commissioner 30/570 Bourke street Melbourne VIC 3000
Fax:	+61 3 86015895
Email:	nhpombudsmanprivacy@health.vic.gov.au
Telephone Enquiries:	03 8601 5234