



**Office of the
Health Complaints
Commissioner
2007**

700-0707008 – Chiropractor - Refund for Consultation - Finalised July 2007

Section 23(1)(c) Health Complaints Act 1995 - that a health service provider acted unreasonably in the manner of providing a health service

A woman made a complaint that a promised refund, for a chiropractic consultation in 2007, had not been paid. The complainant had expected some form of treatment at the first consultation but instead the provider told her that x-rays were required before he could proceed with her treatment. She had not been informed of this prior to the consultation. The complainant did not agree to having an X-ray taken and did not believe that she should have been charged for the consultation. She also thought the amount was excessive and was concerned that fees had not been advertised or discussed prior to the consultation.

The woman first complained directly to the provider who promised her a refund, stating that he did not like a patient to leave his practice unhappy. When the refund was not forthcoming the woman lodged a complaint. This office contacted the provider and the complainant received her refund. The complaint was dismissed under s.25 (5)(j) on the basis that the complaint had been resolved.