

# Health, disability and mental health service complaints



Health and Disability Services  
Complaints Office (HaDSCO)

Supporting improvement through complaint resolution.

## Who we are

The Health and Disability Services Complaints Office (HaDSCO) is an independent Statutory Authority offering an impartial resolution service for complaints relating to health, disability and mental health services in Western Australia and the Indian Ocean Territories.

Our services are free and available to everyone who uses and provides health, disability and mental health services.

## What we do

HaDSCO acts impartially and in confidence to support improvements to health, disability and mental health services through resolution and investigation of complaints and providing education and training to service providers in the prevention and resolution of complaints.

HaDSCO encourages that complaints are raised with the service provider in the first instance. A complaint can be lodged by the service user or a nominated representative.

If this proves unsatisfactory, contact HaDSCO to discuss making a complaint and send a completed Complaint Form. Forms can be downloaded from the website

[www.hadscowesternaustralia.gov.au](http://www.hadscowesternaustralia.gov.au) or contact HaDSCO to request a form by phone (08) 6551 7600 or email [mail@hadscowesternaustralia.gov.au](mailto:mail@hadscowesternaustralia.gov.au).

## Who you can complain about

Complaints about health service providers may include:

- Ambulance services
- Chiropractors
- Dentists
- Hospitals
- Medical practitioners
- Nurses
- Occupational therapists
- Optometrists
- Pharmacists
- Psychologists
- Screening and immunisation services
- Social workers in a health setting

Complaints about disability service providers may include:

- In-home support
- Respite Services
- Accommodation
- Therapy Services
- Day activities, recreation and leisure services
- Advocacy services

Complaints about mental health service providers may include:

- Allied health professionals
- Community mental health services

- Mental health nurses
- Non-governmental organisations that are publically funded
- Private and public hospitals
- Private psychiatric hospitals
- Psychiatrists
- Psychologists

### **What you can complain about**

In the first instance, HaDSCO encourages complaints to be raised with the service. Complaints may include allegations that a health, disability and mental health service provider has acted unreasonably:

- by refusing to provide a service
- by providing a service that should not have been provided
- in the manner of providing a service
- by denying or restricting the consumer's access to records
- by breaching confidentiality
- by charging an excessive fee
- by not effectively dealing with a complaint
- by failing to comply with the Carers Charter, Disability Services Standards and Mental Health Care Principles.

HaDSCO is generally unable to deal with matters that are more than two years old or that have already been determined by a court, registration board or tribunal. In these cases referrals to alternative organisations may be suggested.

### **Making a complaint**

- Talk to the people at the service provider about your problem.
- If your problem is not fixed, or if there are reasons that you do not wish to contact the service provider, contact HaDSCO. You can contact us using the Interpreter Service or National Relay Service if required.
- Your complaint must be in writing on a HaDSCO Complaint Form. Forms are available on our website at [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au) or contact us to request a copy be sent by post.
- A complaint can be made by the person who received the service or a representative such as a family member, carer or guardian.
- When HaDSCO receives your Complaint Form, we will tell you what we can do.
- If HaDSCO can help, we may ask you or the service provider for more information.
- We will work with you and the service provider to resolve your complaint.
- If we are not the right people to resolve your complaint, we will try and help you find someone who can.

### **Contact us**

Our office is open from 8.30am to 4.30pm Monday to Friday.

**Complaints and enquiries:** (08) 6551 7600 or 1800 813 583 (free from landlines)

**Interpreter Service:** [www.tisnational.gov.au](http://www.tisnational.gov.au) or 131 450

**National Relay Service:** [www.relayservice.gov.au](http://www.relayservice.gov.au) or 1800 555 660

**Email:** [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)

**Web:** [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au)

**Post:** PO Box B61 Perth WA 6838

**Office:** Level 2, 469 Wellington Street, Perth

**Administration:** (08) 6551 7620

This brochure is available in alternative formats on request.