

# HaDSCO at a glance

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## Our role

The Health and Disability Services Complaints Office (HaDSCO) is an independent statutory authority offering an impartial resolution service for complaints relating to health and disability services in Western Australia.

This service is free and available to all users and providers of health and disability services. Acting impartially and in confidence, HaDSCO reviews and reports on the causes of complaints, undertakes investigations, suggests service improvements and advises service providers about effective complaint resolution.

HaDSCO operates within two key service areas:

- **Service one:** Assessment, conciliation and investigation of complaints.
- **Service two:** Education and training in the prevention and resolution of complaints.

## Our vision

**Empowering users and providers to collaboratively improve health and disability services.**

## Our values

HaDSCO's decisions and actions are guided by six core values: **Integrity, Accessibility, Responsiveness, Confidentiality, Empowerment and Improvement.**

## Functions of the Director

The functions of the Director as set out in the *Health and Disability Services (Complaints) Act 1995* are as follows:

- to deal with complaints
- in collaboration with groups of providers or groups of users or both, to review and identify the causes of complaints and to suggest ways of removing and minimising those causes and bringing them to the notice of the public
- to take steps to bring to the notice of users and providers details of complaints procedures
- to assist providers in developing and improving complaints procedures and training of staff in handling complaints
- with the approval of the Minister, to inquire into broader issues of health care arising from complaints received
- to publish work of the Office from time to time
- to provide advice generally on any matter relating to complaints
- to provide advice to users on the making of complaints to registration boards and other avenues available for dealing with complaints
- any other function conferred on the Director by the Act or another written law.

Under this legislation the Director may do all things that are necessary, or convenient to be done, in order to perform the Director's functions.

