

Do you have a complaint about a mental health service?

Contact the Health and Disability Services Complaints Office (HaDSCO)

HaDSCO is an independent Statutory Authority offering an impartial resolution service for complaints relating to public and private health, disability and mental health services in Western Australia and the Indian Ocean Territories.

Who can make a complaint about a mental health service?

A complaint can be made by the person who received the service, a relative, representative or carer.

What services can complaints be made about?

A complaint can be made about an individual or organisation that provides a mental health service. This includes:

- Allied health professionals
- Community mental health services
- Mental health nurses
- Non-governmental organisations that are publicly funded
- Private hospitals
- Private psychiatric hostels
- Psychiatrists
- Psychologists
- Public hospitals

What can a complaint be made about?

The *Mental Health Act 2014* sets out the complaints we are able to accept. A number of examples have been included over the page.

Contact us

Monday to Friday, 8.30am – 4.30pm

Complaints and enquiries line: (08) 6551 7600

Free call: 1800 813 583 (free from landlines)

Administration: (08) 6551 7620

Interpreter Service: 131 450 tisnational.gov.au

National Relay Service: 1800 555 660 relayservice.gov.au

Email: mail@hadsco.wa.gov.au

Website: www.hadsco.wa.gov.au

Postal address: PO Box B61, Perth WA 6838

Street address: Albert Facey House,
469 Wellington Street, Perth WA 6000

Complaints can be made about:

By not delivering a service, including:

*Presenting for assessment and being discharged without any treatment.
Access to medication being restricted or refused.*

By providing a service that should not have been provided, including:

*Disagreeing with mental health assessments.
Hospital treatments being provided against your will.
Not understanding why you have been made an involuntary patient.*

In the manner of providing a service, including:

*Not listening to your concerns and point of view, including for discharge planning.
By not ensuring patient centred care focused on appropriate communication.
Lack of information regarding requirements of a Community Treatment Order.*

By delaying, denying or restricting the consumer's access to records, including:

Being refused access to the medical information held on your personal file.

By breaching confidentiality, including:

Sharing personal information without obtaining your consent.

By charging an excessive fee, including:

*Not being informed prior to treatment of an estimate of costs.
Not providing Informed Financial Consent.*

By failing to deal with a complaint effectively, including:

*Not receiving a response to your complaint or the response not adequately addressing issues.
Not allowing you to make a complaint.*

By failing to comply with the Carers Charter, including:

*Carers not being informed about discharge arrangements.
Carers not communicated with.
Carers not being included in planning and treatment arrangements where appropriate.*

By failing to comply with the Mental Health Care Principles, including:

Service provider not following the treatment arrangements in a mental health care plan.

By failing to comply with the Disability Services Standards, including:

Service provider not recognising intellectual disability or other disability in mental health planning.

If you would like advice about how to get started with your complaint, or for assistance in completing a complaint form, contact HaDSCO.



Helpful tips for making a complaint

- **Identify the key issue:** It is important to have a clear understanding of the issue/s you want to raise before submitting the complaint.
- **Think about the information to include:** Consider the relevant points and what outcomes you are hoping to achieve.
- **Raise your complaint with the service provider:** Try registering your concern with the service provider first. This is often the best way to resolve a complaint.
- **Consider how to submit your complaint:** Complaints can often be made online, face-to-face, in writing or by telephone.
- **Consider seeking assistance in lodging your complaint:** There are a number of agencies and organisations that can help, including HaDSCO.