

Service Charter

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

If you have a concern about a health, disability or mental health service our office can help you to resolve the issue with the service provider. How we manage your complaint will depend on what happened and what can be realistically achieved by working with you and the service provider.

If you would like to speak to one of our staff about a complaint, please call (08) 6551 7600 or send an email to mail@hadsco.wa.gov.au. If we cannot help you with your complaint, we will give you information about other organisations that may be able to assist.

Our Service Charter describes what you can expect from HaDSCO when you make a complaint, as well as the expectations we have of you in order to resolve your complaint.

When you make a complaint to HaDSCO, you can expect that we will be:

Supportive

- We will listen carefully to understand your complaint, and we will take your concerns seriously.

Flexible and accessible

- We will provide you with the assistance you need to make your complaint.
- We will do our best to find an approach to resolving your complaint that suits your circumstances.

Independent

- We will act independently at all times, without direction or favour towards any party.

Professional

- We will treat all parties with dignity and respect.
- All of your personal information will be kept secure and your privacy maintained.
- We will suggest the right place for you to take your complaint if we cannot help you.

Objective and honest

- We will assist the parties to a complaint to find a mutually agreeable resolution.
- We will explain all of the decisions made about your complaint.
- We will admit if we make a mistake and take steps to correct it.

Timely

- We will resolve your complaint within our legislated timeframes, and keep you updated on our progress.

When you make a complaint to HaDSCO, we expect the following from you:

- Unless your circumstances prevent you, attempt to resolve the matter directly with the service provider first.
- Treat our staff and the service provider with courtesy and respect.
- Let our staff know if you require assistance to make your complaint.
- Provide a completed complaint form to allow for your complaint to be assessed.
- Provide all the information requested by our staff in a timely manner.

- Notify us if there is any change in your circumstances or if you have raised your complaint with another organisation.
- Be willing and available to participate in the resolution process with HaDSCO and the service provider.
- Understand that while HaDSCO will work with you and the service provider to reach a resolution, we cannot guarantee a certain outcome from your complaint.

We also expect the following from service providers who are the subject of a complaint:

- Treat our staff and the individual making the complaint with courtesy and respect.
- Provide all the information requested by our staff in a timely manner.
- Be willing and available to participate in the resolution process with HaDSCO and the individual who has made the complaint.
- Offer redress where appropriate to the individual who has made a complaint.
- See complaints as an opportunity to improve service delivery.
- Implement any recommendations for improvements to service delivery or complaint handling that result from the resolution process.

If you are not happy with the service you received from HaDSCO you may wish to consider one of the following options.

You can let us know that you are not happy with the way your complaint was dealt with by HaDSCO, and we will conduct an internal review of the decision made about your complaint. Please contact the Deputy Director on (08) 6551 7620 to discuss your concerns.

Alternatively, you can contact the Ombudsman Western Australia if your concerns remain unresolved following HaDSCO's internal review. The Ombudsman can be contacted by: Free call: 1800 117 000 or by email: mail@ombudsman.wa.gov.au.