


If you have a complaint about a health, mental health or disability service not covered by the NDIS, the Health and Disability Services Complaints Office (HaDSCO) can help you.

We provide a complaint resolution service in Western Australia and the Indian Ocean Territories.

Our services are free, impartial, confidential and available to everyone.

Contact us


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

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

 **Administration**
(08) 6551 7620

 **Email**
mail@hadsco.wa.gov.au

 **Web**
www.hadsco.wa.gov.au

 **Postal address**
PO Box B61, Perth WA 6838

Translating and Interpreting Service
tisonational.gov.au or 131 450

Accessibility Service
relayservice.gov.au or 1800 555 660

This brochure is available in alternative formats upon request.



Health and Disability Services
Complaints Office

Do you have a complaint about a health, mental health or disability service?

We can help.



What can I complain about?

You can make a complaint when a service provider:

- Refuses to provide a service.
- Provides an unsatisfactory service.
- Provides a service that was not wanted or needed.
- Does not give you access to your records.
- Fails to keep your personal information confidential.
- Does not respond to a complaint you have made about the service.
- Charges too much for a service.
- Fails to comply with the Mental Health Care Principles, the Carers Charter, or the Disability Services Standards.
- Breaches the Code of Conduct for certain health care workers.

Complaints can be made about:

- Registered health practitioners such as doctors and nurses.
- Unregistered health care workers such as counsellors and dietitians.
- Alternative health care workers such as massage therapists and naturopaths.
- Public and private hospitals and clinics.
- Not-for-profit health centres.
- Disability services not covered by the NDIS.

How do I complain?

- 1 Complain to the service provider first. This can be the quickest and easiest way to address your concerns.
- 2 If your problem is not resolved, or if you feel you cannot approach them directly, contact HaDSCO for help.
- 3 You can lodge a complaint with us by completing our online complaint form at www.hadsco.wa.gov.au
When we receive your complaint, we will contact you to discuss your options. We will work with you and the service provider to resolve your complaint fairly and effectively.

Generally, HaDSCO cannot help with complaints about issues that happened over two years ago or have already been decided by a court, registration board or tribunal.

In these cases, we will refer you to an alternative organisation.

Why should I complain?

Many benefits can result from making a complaint. Outcomes can include:

- An apology or explanation.
- Access to a service.
- Further investigation into what happened.
- Access to records.
- A refund or waiver of fees.
- Service improvement to prevent issues from reoccurring (e.g., staff education and training, changes to processes and procedures, or introduction of new policies).
- Interim prohibition orders or prohibition orders against health care workers who present a serious risk to public health and safety.

