



GOVERNMENT OF
WESTERN AUSTRALIA



Health and Disability Services
Complaints Office

How to complain about a health, mental health or disability service not covered by the NDIS

Easy English

Health and Disability Services Complaints Office (HaDSCO)



About this factsheet



This fact sheet is written by the Health and Disability Services Complaints Office (HaDSCO). When you see the word 'we' or 'us', it means HaDSCO.



Complaint means you tell someone you are not happy with a service.

What can I complain about?



You can make a **complaint** about:

- a health service



- a mental health service



- a disability support service NOT covered by the NDIS



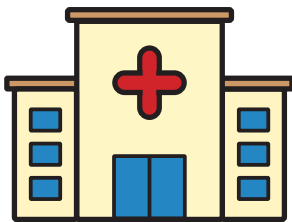
- an allied health service



- a community health service



- an alternative health service



- hospitals



You can also make a complaint when:

- you can not access a service



- you are not treated with respect



- the cost of a service is too high



- your information is shared without your consent



- you are not happy about the safety or quality of a service



- you can not access your records



- you are not included in any decisions made about you

Who can make a complaint?



Anyone can make a complaint. This includes:

- you



- a family member



- a carer



- a guardian

Guardian means a person who helps you make important decisions

- an advocate

Advocate means a person who helps protect your rights



What we will do



When you make a complaint, we will listen and talk to:

- you and
- the service provider



We will help resolve the problem fairly.
We will also give you information about other services that can help you.

What we can NOT do



Australian Government

Aged Care Quality and Safety Commission



NDIS Quality
and Safeguards
Commission

We can NOT help with complaints about aged care, NDIA or NDIS.



If you need help, you can still contact us and we will tell you the best way to get help.

More information

If you need more information, you can contact us. Our office is open Monday to Friday from 8.30am to 4.30pm.



You can call us:

08 6551 7600 OR

1800 813 583 (free from landlines)



You can email us:

enquiries@hadsco.wa.gov.au



You can visit our website:

www.hadsco.wa.gov.au



If you speak a language other than English, you can call the Translating and Interpreting Service (TIS):

131 450



If you find it hard to hear or speak with people who use a phone, you can call the National Relay Service (NRS):

1800 555 660