



Information Sheet

Negotiated Settlement

The Health and Disability Services Complaints Office (HaDSCO) is an independent Statutory Authority providing an impartial resolution service for complaints about health, disability and mental health services in Western Australia and the Indian Ocean Territories. This service is delivered through negotiated settlement, conciliation and investigation.

Negotiated Settlement (NS) aims to resolve a complaint by finding an outcome that is acceptable to the individual and service provider.

During this process, HaDSCO acts as an impartial intermediary to coordinate the exchange of information and encourage a resolution.

The process does not involve face to face contact, and in some instances, service policy or provider information or the individual's records may be requested to clarify issues.

The fundamental principles of the NS process include:

- **Impartiality:** HaDSCO is an independent Statutory Authority and does not provide legal advice, favour, represent or advocate for either party.
- **Participation:** The NS process is voluntary, and parties enter this with a willingness to arrive at a mutually agreeable resolution.
- **Timely:** HaDSCO promotes prompt complaint resolution by facilitating an exchange of written communication between the parties.
- **Outcome focused:** HaDSCO encourages and assists the parties to consider outcomes and explore options that will resolve the complaint.

- **Confidentiality:** All oral and written communications aimed at resolving the complaint are confidential. This means that any positions discussed or offers made during NS cannot be made public, recorded, or discussed with anyone else. Evidence of anything said or admitted during NS is not admissible in proceedings before a court of tribunal.

Need more information?

Contact HaDSCO at (08) 6551 7620 or mail@hadsco.wa.gov.au. Our office is open from 8:30am to 4:30pm, Monday to Friday.