

Making complaints about health, disability and mental health services



Health and Disability Services
Complaints Office

Supporting improvement through complaint resolution

Who we are

The Health and Disability Services Complaints Office (HaDSCO) deals with complaints about health, disability and mental health services in Western Australia and the Indian Ocean Territories. Our service is free and available to everyone.

Sometimes patients are unhappy with the service they receive. Usually talking to the service provider directly will get the problem fixed.

If it doesn't, contact us on **(+61 8) 6551 7600**

We will listen to you then talk to you and the service provider to resolve your complaint.

Who you can complain about

We can deal with complaints about health, disability and mental health services including:

- Public Hospitals
- Private Hospitals
- Doctors
- Nurses
- Dentists
- Disability services
- Mental health services
- Prison health services

What you can complain about

You can complain about someone:

- refusing to provide a service
- providing the wrong service
- not letting you have records
- not respecting your personal information
- charging you too much
- not dealing with a complaint
- not following the rules including the Carer's Charter, Disability Services Standards and Mental Health Care Principles.



We usually cannot deal with matters that are more than two years old or that have already been to a court, registration board or tribunal. If this happens, we will try to help you find someone else to help.

Making a complaint

- Talk to the people you have a problem with.
- If your problem is not fixed, call HaDSCO. You can contact us using the Interpreter Service or National Relay Service if required.
- You will need to write down your complaint. You can ask us or someone you trust to help you.
- We will look at your complaint and tell you what we can do.
- We will talk to you and the service provider to resolve your complaint.
- If we are not the right people to help, we will try to help you find someone who can.

Contact us

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

Complaints and enquiries: (+61 8) 6551 7600

Freecall: (+61) 800 813 583 (free from landlines)

Interpreter Service: www.tisnational.gov.au or (+61) 131 450

National Relay Service: www.relayservice.gov.au or (+61) 1800 555 660

Email: mail@hadsco.wa.gov.au

Web: www.hadsco.wa.gov.au

Post: PO Box B61 Perth WA 6838

Office: Level 2, 469 Wellington Street, Perth

Administration: (+61 8) 6551 7620

This brochure is available in Bahasa Malay, Chinese (Simplified) and Cocos Malay and can be made available in alternative formats and languages on request.

