

# Do you have a complaint about a health service?

## Contact the Health and Disability Services Complaints Office (HaDSCO)

HaDSCO is an independent Statutory Authority offering an impartial resolution service for complaints relating to public and private health, disability and mental health services in Western Australia and the Indian Ocean Territories.

### Who can make a complaint about a health service?

A complaint can be made by the person who received the service, a relative, representative or carer.

### What services can complaints be made about?

A complaint can be made about an individual or organisation that has provided a health service. This includes:

- Ambulance services
- Chiropractors
- Dentists
- Hospitals
- Medical practitioners
- Nurses and midwives
- Occupational therapists
- Optometrists
- Pharmacists
- Psychologists
- Screening and immunisation services
- Social workers in a health setting

### What can a complaint be made about?

The *Health and Disability Services (Complaints) Act 1995* sets out the complaints we are able to accept. A number of examples have been included over the page.

### Contact us

Monday to Friday, 8.30am – 4.30pm

Complaints and enquiries line: (08) 6551 7600

Administration: (08) 6551 7620

Toll free: 1800 813 583

TTY: (08) 6551 7640

Email: [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)

Website: [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au)

Postal address: PO Box B61, Perth WA 6838

Street address: Albert Facey House,  
469 Wellington Street, Perth WA 6000

## Complaints can be made about:

### **By not delivering a health service, including:**

*Refusing to provide a service where the service is available.*

*Presenting for assessment and being discharged without any treatment.*

*Restricting or refusing access to medication.*

*Refusing to admit or treat.*

### **In the manner of providing a health service, including:**

*Not listening to your concerns and point of view, including for discharge planning.*

*Not ensuring patient centred care focused on appropriate communication.*

*Lack of information regarding treatment.*

### **Acting unreasonably in providing a health service, including:**

*An appointment not being kept by the provider and no explanation provided.*

*Withdrawing or denying treatment.*

*Not obtaining consent, or not informing a patient about consent options.*

### **By delaying, denying or restricting the consumer's access to records, including:**

*Refusing access to the medical information held on your personal file.*

*Providers refusing to transfer medical records.*

### **By breaching confidentiality, including:**

*Sharing personal information without obtaining your consent.*

### **By charging an excessive fee, including:**

*Not being informed prior to treatment of an estimate of costs.*

*Not providing Informed Financial Consent.*

### **By failing to deal with a complaint effectively, including:**

*Not receiving a response to your complaint or the response not adequately addressing issues.*

*Not allowing you to make a complaint.*

### **By failing to comply with the Carers Charter, including:**

*Failing to consider the needs of carers.*

*Failing to consult with carers.*

*Failing to include carers in planning and treatment arrangements, where appropriate.*

**If you would like advice about how to get started with your complaint, or for assistance in completing a complaint form, contact HaDSCO.**



## Helpful tips for making a complaint

- **Identify the key issue:** It is important to have a clear understanding of the issue/s you want to raise before submitting the complaint.
- **Think about the information to include:** Consider the relevant points and what outcomes you are hoping to achieve.
- **Raise your complaint with the service provider:** Try registering your concern with the service provider first. This is often the best way to resolve a complaint.
- **Consider how to submit your complaint:** Complaints can often be made online, face-to-face, in writing or by telephone.
- **Consider seeking assistance in lodging your complaint:** There are a number of agencies and organisations that can help, including HaDSCO.