

Do you have a complaint about a prison 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. This includes complaints about prison health services too.

Who can make a complaint about a prison health service?

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

How can a complaint about a prison health service be made?

People are encouraged to raise concerns with a Prison Officer, Youth Justice Worker or with health centre staff in the first instance.

Often this is the best way to resolve the complaint.

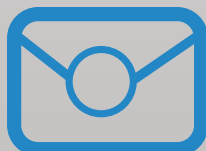
If this doesn't resolve the issue, contact HaDSCO:



Telephone: Dial 12 on the prison phone system. A HaDSCO staff member will provide you with advice about how to get started.



Complaint form: Complete a HaDSCO complaint form in writing and ensure a signature is included.



Confidential mail: Send the completed complaint form to HaDSCO in the confidential mail envelope, with the HaDSCO option ticked.

Complaints can be made about:

- Time taken to get a medical, dental or mental health service appointment
- Explanations given during appointments
- Access to medication
- Access to specialist appointments, including referrals
- Availability of treatment options
- Communication with medical staff
- Services being denied
- The way a complaint about a medical, dental or mental health service is managed

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 be made in writing or by telephone.
- Consider seeking assistance in lodging your complaint. Contact HaDSCO for advice.

Contact details

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
Website: www.hadsco.wa.gov.au
Postal address: PO Box B61, Perth WA 6838
Street address: Albert Facey House,
469 Wellington Street, Perth WA 6000