

## Who is HaDSCO?


We are the Health and Disability Services Complaints Office (HaDSCO).

If you have a complaint about a health, mental health or disability service (not covered by the NDIS), we can help you.

**Our services are free, impartial and available to everyone in Western Australia and the Indian Ocean Territories.**

## Contact us


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

 **Complaints and enquiries**  
(08) 6551 7600 or  
1800 813 583 (free from landlines)

 **Administration**  
(08) 6551 7620

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

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

 **Postal address**  
PO Box B61, Perth WA 6838

**Translating and Interpreting Service**  
[tisnational.gov.au](http://tisnational.gov.au) or 131 450

**Accessibility Service**  
[relayservice.gov.au](http://relayservice.gov.au) or  
1800 555 660



Health and Disability Services  
Complaints Office

**Do you have a complaint about a health, mental health or disability service?**

**We can help.**



## What can I complain about?

- Health services.
- Mental health services.
- Community health services.
- Alternative health services.
- Hospitals.
- Disability support services **NOT** covered by the National Disability Insurance Scheme (NDIS).

If you are still unsure about what you can complain about, contact us and we can tell you how best to get help.

## When can I complain?

- You cannot 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 cannot access your records.
- You are not involved in any decisions made about you.

## How do I complain?

- 1 Complain to the service provider first. This can be the quickest and easiest way to address your concerns.
- 2 If your problem is not settled, or if you feel you cannot talk to them directly, contact HaDSCO for help.
- 3 You can make a complaint with us by filling in our online complaint form at **[www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au)**.

