



GOVERNMENT OF  
WESTERN AUSTRALIA



Disability  
Services  
Commission

January 2015

Disability Services Commission

# Understanding the Disability Services Commission's Complaint Management Processes

## Understanding the Disability Services Commission's Complaints Process

This fact sheet outlines the process that will be followed when you raise a concern and/or complaint about a Disability Services Commission service. Additional information is available in the [booklet](#) How to have your say: a guide to making a complaint about services for people with disability and [brochure](#) Consumer Liaison Service: Assistance with concerns and complaints.

### Raising a concern or complaint

Any person who accesses a Disability Services Commission service, their family members, carers or other representative can raise a concern or complaint about a service. Concerns and complaint can be raised in whichever way suits best – in person, by phone or in writing.

### Local Resolution

If you feel you can raise your concern or complaint with the Commission staff member you are already connected with, they can work with you to try and resolve it. You can also talk to the person's manager. Most of the time, concerns and complaints can be resolved quickly and directly at this level.

### Consumer Liaison Officer


If you prefer not to use local resolution, or it has not resolved your issue, you can contact the Commission's Consumer Liaison Officer. The Consumer Liaison Officer is independent of the service-delivery parts of the Commission. While they will talk to the area your concern or complaint is about, they will consider the situation independently.

There is a [Concern / Complaint form](#) which you can complete yourself, or the person receiving your concern or complaint will record the details on the form

### What will happen after I raise a concern or complaint?

When you have raised a concern or complaint with the Commission, the following steps will be taken:

- You will be contacted within one working day to confirm that your concern or complaint has been received.
- Within two working days of receiving this acknowledgement, you will be contacted to arrange a time to discuss the matter. This is important to ensure the person managing the issue has understood it fully and is able to gather the necessary information to address it.
- The person managing the concern or complaint will review the information, speak to all relevant parties (for example, staff members, family and witnesses to any incidents) and then make a recommendation about how best to resolve the issue.

- 
- An outcome letter will be sent to you explaining what the person managing the concern or complaint believes has happened and their recommendations for resolving the matter. You will be asked to respond to the letter to confirm if you accept the recommendations. You will have seven days to do this.

Once they have received your response, the person managing your complaint will let you know the next steps.

You can also expect that throughout this process, the person managing the concern or complaint will be in contact with you, usually by phone or email, to keep you updated on progress.

### **How long will it take?**

The Commission will endeavour to resolve your concern or complaint within 10-15 working days. You will be contacted if the complexity of the issue means that this timeframe is not achievable.

### **What if I am not satisfied with the outcome?**

If you are not satisfied with the outcome of a concern or complaint managed at the local level, it will be referred to the Commission's Consumer Liaison Officer for review and further consideration.

The Consumer Liaison Officer can be contacted on 9426 9244, 1800 998 214 or at [clo@dsc.wa.gov.au](mailto:clo@dsc.wa.gov.au).

If your concern or complaint is not resolved after being investigated by the Consumer Liaison Officer, you may choose to take your complaint for external review.

### **External Review Resolution**

If you are not happy with how the Commission responded to your complaint, you can contact the Health and Disability Services Complaints Office (HaDSCO) on 6551 7600 or 1800 813 583 (country free number) or at [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au).

Alternatively, you can lodge a complaint with the WA Ombudsman Western Australia on 9220 7555 or 1800 117 000 (country free call) or at [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au). The Ombudsman's office generally deals with complaints about Government processes, rather than service-related issues.

### **Further Information**

Please contact the Commission's Consumer Liaison Officer on 9426 9244, 1800 998 214 or at [clo@dsc.wa.gov.au](mailto:clo@dsc.wa.gov.au) if you have any questions about how the Commission manages concerns and complaints.