

## External complaints process

If you are not happy with how Disability Services responded to your complaint, you can contact the Health and Disability Services Complaints Office (HaDSCO). This is separate to the Disability Services.

HaDSCO can respond to complaints about any disability or health organisation in Western Australia. Here are the contact details:

### Health and Disability Services Complaints Office

Phone: (08) 6551 7600

TTY: (08) 6551 7640

Freecall: 1800 813 583

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

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



This publication is available in alternative formats on request.

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Government of **Western Australia**  
Department of **Communities**  
**Disability Services**

Disability Services

## Consumer Liaison Service

Assistance with concerns and complaints



### Disability Services

Address: **146–160 Colin Street**  
**West Perth WA 6005**

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

Email: [clo@dsc.wa.gov.au](mailto:clo@dsc.wa.gov.au)

Phone: **6167 8333**

Country callers: **1800 998 214**

TTY: **9426 9315**

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## Help us to help you

Disability Services aims to provide high quality services to people with disability. We like you to tell us what you think about the services you receive.

This includes when you are not happy about something and want to complain. Complaints can give us valuable information about how we can continue to improve our services.

## Our service

We have a Consumer Liaison Service that responds to concerns or complaints from people with disability or their families and carers.

The service is:

- free of charge
- confidential
- fair to everyone involved.

The supports you receive from the Commission will not be at risk if you choose to raise your concerns.

We aim to resolve complaints quickly so that everyone is satisfied.

Carers can also lodge a complaint if they believe their role as carer is not being recognised by Disability Services support workers or managers.

## How to make a complaint

If you would like to lodge a complaint, you can:

- contact your local office—the manager in your local office can help you to resolve your complaint at the local level
- lodge your complaint online at [www.disability.wa.gov.au](http://www.disability.wa.gov.au) > [Contact Us](#)
- contact the Consumer Liaison Officer in West Perth to coordinate the complaints process on 6167 8333.



## Bring someone with you

You can bring a family member, carer, advocate or friend with you when you talk with us.

The Consumer Liaison Service is flexible and recognises and respects all people. If you are Aboriginal, from another culture or you are feeling very anxious, let us know how we can help. We want to help you feel comfortable during the process. If you would rather speak in your own language, we can arrange an interpreter to assist.

