



Understanding Disability Sector Organisation Complaint Management Processes

The Disability Services Commission contracts organisations to deliver services to West Australians with disability. These organisations are required to deliver services in accordance with the National Standards for Disability Services and must have mechanisms in place to address complaints.

If you have a complaint about a disability sector organisation, in the first instance you should raise it with the organisation. The organisation should explain how its complaint management system works and how you can lodge your complaint.

Telling the organisation that you're unhappy with the service may be enough to resolve the issue.

What will happen next?

The organisation will review your complaint in accordance with its established complaints management policy. A staff member from the organisation will arrange to meet or speak with you to ensure they understand your concerns and work with you to resolve them.

When you lodge a complaint, the organisation will let you know how long it will take to go through the complaints process.

If you are not satisfied with the outcome

If you are not satisfied with the outcome of the organisation's complaint process, you may refer the matter to the Health and Disability Services Complaints Office (HaDSCO).

Health and Disability Services Complaints Office (HaDSCO)

HaDSCO responds to complaints from people with disability, their families or carers about any organisation that delivers disability services in Western Australia, including the Disability Services Commission. You can complain to HaDSCO about the services you received or did not receive but believe you should have. You will be asked to provide more detail about your complaint, why you believe the organisation acted unreasonably in:

- the way the service was provided
- not providing a service
- denying or restricting consumer access to records
- disclosing confidential information or
- failing to comply with the Carers Charter.



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Health and Disability Services Complaints Office (HaDSCO)

- **Email:** mail@hadsco.wa.gov.au
- **Country Free Call:** 1800 813 583
- **Telephone:** (08) 6551 7600

Further information

To find out more about how concerns and complaints about disability sector organisations are managed, please visit our website or contact the Disability Services Consumer Liaison Officer.

- **Web:** www.disability.wa.gov.au
- **Email:** clo@dsc.wa.gov.au
- **Phone:** (08) 6167 8333 / 1800 998 214 (free call)

Additional information is available in the Commission's booklet: **How to have you say: a guide to making a complaint about services for people with disability and brochure** Consumer Liaison Service: **Assistance with concerns and complaints.**