



Information Sheet:

Making a complaint – tips and advice for young people

As a young person, taking responsibility for your own health and well-being for the first time is a big deal. Visiting health services like doctors, specialists, dentists, physiotherapists and hospitals by yourself can be challenging.

You should be treated with respect and consideration and receive a high standard of care at all times. All treatments and fees charged to you should be clearly explained. If you feel like that didn't happen, it is your right to complain.

Who is HaDSCO

The Health and Disability Services Complaints Office (HaDSCO) is an independent Statutory Authority offering an impartial resolution service for complaints relating to health, disability and mental health services in Western Australia and the Indian Ocean Territories.

Our services are free and available to everyone who uses health, disability and mental health services.

What to do

You should complain to the service provider first. If they don't work with you to fix the problem, if you're not happy with the outcome or if you have a reason why you can't or don't want to complain directly to them, you can call HaDSCO.

We will listen to you. We will do what we can to help fix the problem. If we can't help, we will help you find someone who can.

Being responsible for your own health and well-being does not mean you have to manage it alone. It's OK to speak up if something isn't right. For help and advice on the quality of service you deserve from health, disability and mental health services, call HaDSCO.

Who you can complain about

Complaints about health service providers may include:

- Ambulance services
- Chiropractors
- Dentists
- Hospitals
- Medical practitioners (e.g. doctors)
- Nurses
- Occupational therapists
- Optometrists
- Pharmacists
- Physiotherapists
- Psychologists
- Screening and immunisation services
- Social workers in a health setting

Complaints about disability service providers may include:

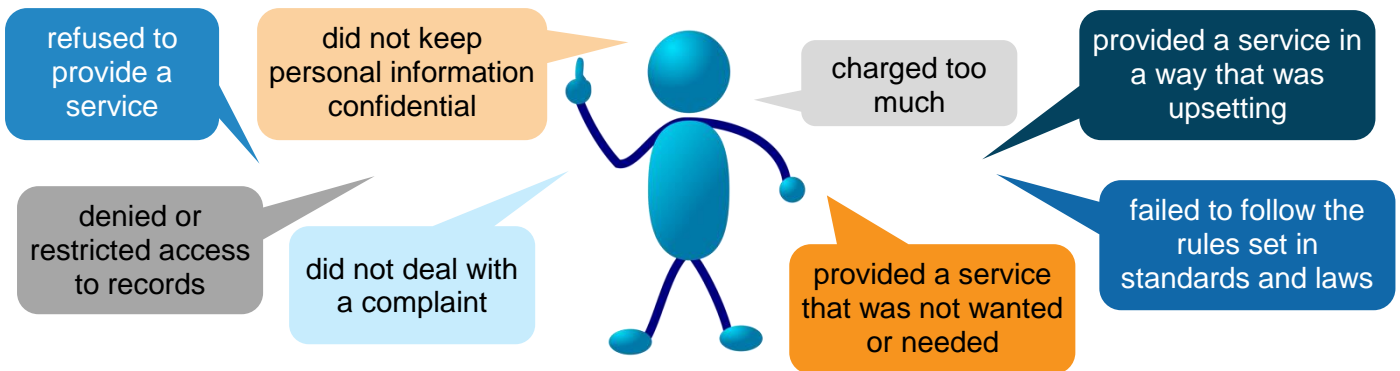
- In-home support
- Respite Services
- Accommodation
- Therapy Services
- Day activities, recreation and leisure services
- Advocacy services

Complaints about mental health service providers may include:

- Allied health professionals
- Community mental health services
- Mental health nurses
- Non-governmental organisations that are publically funded
- Private and public hospitals
- Private psychiatric hospitals
- Psychiatrists
- Psychologists

What you can complain about

A health, disability and mental health service provider may have acted unreasonably if they:



We usually cannot help with a complaint about something that happened more than two years ago. Sometimes we can still help and you should contact us for more information. We cannot help with complaints that have already been determined by a court, registration board or tribunal. We will help you to find someone else who can help.

How to make a complaint

Write it down	Your complaint must be in writing. It is best to use our complaint form as it will make sure that you give us all the information that we need to help you.
Ask for help	You can ask someone to send us a complaint on your behalf. This person will be your representative and they will help us to deal with your complaint and the service provider. You must give that person your permission to be your representative. All the information you need to do this is on our complaint form.
Give us permission	You must give us permission to send information about your complaint to, and discuss the details with, the service provider. You can give permission on the complaint form.
Tell us what you want	Please tell us what you would like to happen as a result of you making a complaint. It helps us to figure out the best solution to the problem.

What happens next

We will contact the person and/or service provider who you have made a complaint about. We will work with them to figure out what went wrong and come up with a solution based on all the information we have from both you and the service provider. We may need to contact you for more information.

We will make suggestions to fix the problem and you and the person and/or service provider will have to decide if it's acceptable.

Contact us for more information

Complaints and enquiries: (08) 6551 7600

Free call: 1800 813 583 (free from landlines)

Administration: (08) 6551 7620

Fax: (08) 6551 7630

Email: mail@hadsco.wa.gov.au

Web: hadsco.wa.gov.au

Interpreter Service: 131 450 or tisnational.gov.au

National Relay Service: 1800 555 660 or relayservice.wa.gov.au

