

# Health Service Complaints Data Collection



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

## Our mission

Improvement in the delivery of health and disability services through our two service areas:

- **Service One:** Assessment, negotiated settlement, conciliation and investigation of complaints.
- **Service Two:** Education and training in the prevention and resolution of complaints.

## HaDSCO's authority to request data

Section 75 of the *Health and Disability Services (Complaints) Act 1995* provides HaDSCO with the authority to request complaints data from certain public, private and not-for-profit health service providers in Western Australia. These providers are prescribed in the *Health and Disability Services (Complaints) Regulations 2010*. Prescribed providers must submit their

complaints data by 31 July in accordance with legislative requirements.

## Aim of the data collection

The purpose of the data collection is to identify broad trends and systemic issues that relate to all, or a proportion of, health service providers. The data collection also gives HaDSCO the opportunity to work with providers to improve their complaints management processes.

## Type of data collected

Only de-identified data is collected from service providers. The information collected includes:

- Number of complaints
- Demographics of consumers
- Complaint issues
- Complaint outcomes
- Timeliness of complaint resolution.

## Data collection and reporting

Information from prescribed providers is collected through the HaDSCO website. An overview of this information is reported in the HaDSCO Annual Report each year. The information may also be used to develop resource materials for consumers, carers, and service providers.

## Supporting improvement through complaint resolution

### Complaints and enquiries: (08) 6551 7600

Free call: 1800 813 583 (free from landlines)

Admin: (08) 6551 7620

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

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



Interpreter Service: 131 450 - [tisonational.gov.au](http://tisonational.gov.au)

National Relay Service:

1800 555 660 - [relayservice.wa.gov.au](http://relayservice.wa.gov.au)

