



## Information Sheet

# Complaints about disability services

The Health and Disability Services Complaints Office (HaDSCO) provides an impartial resolution service for complaints about health, mental health and disability services **(not covered by the NDIS)** in Western Australia and the Indian Ocean Territories.

### How to complain about a non-NDIS service:

- 1** Complain to the service provider first. This can be the quickest and easiest way to address your concerns.
- 2** If your problem is not resolved, or if you feel you cannot approach them directly, you can lodge a complaint with us by completing our online complaint form at [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au)
- 3** When we receive your complaint, we will contact you to discuss your options. We will work with you to resolve your complaint fairly and effectively.
- 4** Generally, HaDSCO cannot help with complaints about NDIS funded services, issues that happened over two years ago or have already been decided by a court, registration board or tribunal. In these cases, we will refer you to an alternative organisation.

### For other disability service complaints:



#### NDIS Quality and Safeguards Commission

An independent agency that responds to complaints, concerns and reportable incidents about NDIS supports and services.

 **1800 035 544**    [ndiscommission.gov.au](http://ndiscommission.gov.au)



#### Administrative Appeals Tribunal

The AAT can review the decisions made by the National Disability Insurance Agency about NDIS plans.

 **1800 228 333**    [aat.gov.au](http://aat.gov.au)



#### Consumer Protection

Consumer Protection manages complaints of consumers buying disability-related products and services, including participants under the NDIS.

 **1300 304 054**    [consumerprotection.wa.gov.au](http://consumerprotection.wa.gov.au)



#### Commonwealth Ombudsman

The Ombudsman can investigate complaints about actions and decisions of Australian Government agencies, including the National Disability Insurance Agency and NDIS Quality and Safeguards Commission.

 **1300 362 072**    [ombudsman.gov.au](http://ombudsman.gov.au)