



Health and Disability Services
Complaints Office



Information Sheet

The complaint resolution process

HaDSCO uses alternative dispute resolution to manage complaints. The complaint resolution process can be split into three stages: enquiry, assessment and complaint resolution. This information sheet will explain this process to you in further detail.

Enquiry

Before lodging your complaint you can call HaDSCO to discuss your concerns about a health or mental health service, or a disability service outside of the NDIS.

At this stage, we might:

- Outline the complaint resolution process.
- Ask you to raise your complaint directly with the service provider.
- Provide information on relevant advocacy services.
- Refer you to a more appropriate agency.
- Discuss other complaint resolution options.

Complaint assessment

Once we have received a written complaint, we evaluate the complaints to make sure they relate to:

- A health or mental health service, or a disability service outside of the NDIS.
- A service provided in Western Australia or the Indian Ocean Territories.
- An issue occurring in the past two years.
- An issue which has already been raised with the service provider.

If you have made a complaint but have not tried to resolve the matter directly with the provider, with your permission we will send your complaint to the provider.

We consult with the Australian Health Regulation Agency (Ahpra) about complaints relating to registered health practitioners.

Complaint resolution

There are three processes we might use to resolve a complaint. These are:

- **Negotiated Settlement**

We assist with the exchange of information to reach an outcome that is acceptable to both parties.

- **Conciliation**

We encourage settlement by organising meetings between the parties to assist in reaching an agreement.

- **Investigation**

We look further into an issue to determine if there has been any unreasonable conduct by the service provider or a breach of the Code of conduct for certain health care workers.

Outcome

These are some of the outcomes you might achieve from HaDSCO's complaint resolution process:

- An explanation or apology
- A total or partial refund or waiver of fees
- Access to services
- Staff training
- Changes to processes
- New policies or procedures.

For Code of Conduct complaints, we may issue a prohibition order to prevent an unregistered health care worker from practicing.