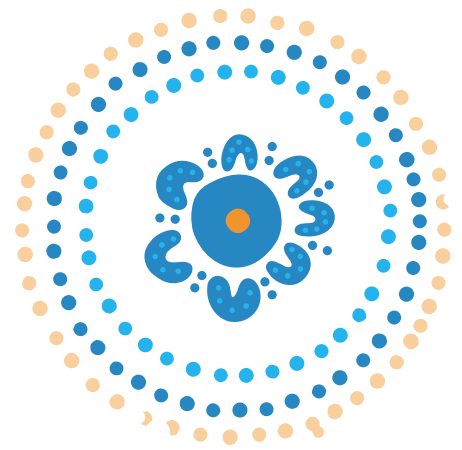




Health and Disability Services
Complaints Office







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:

-  Complain to the service provider first. This can be the quickest and easiest way to address your concerns.
-  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
-  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.
-  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



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



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



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