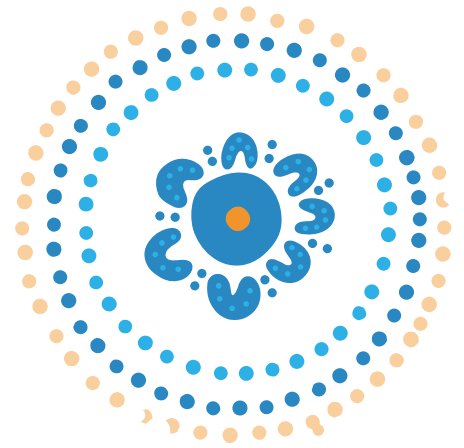




Health and Disability Services
Complaints Office



Information Sheet

Conciliation

Conciliation involves HaDSCO arranging a face-to-face meeting with the individual making the complaint and the service provider.

HaDSCO's role is to remain impartial and to encourage participation, communication and complaint resolution.

Conciliation is used to help both parties understand each other's perspective and provide an opportunity for frank and open discussions.

- If possible, they will assist the service provider and the complainant to reach agreement.
- After the meeting the Conciliator will write a summary of the outcomes of the meeting.
- If unable to reach an agreement, other options may be explored, or the case may be closed.

The Conciliation Process

- When a complaint is accepted into Conciliation, HaDSCO will assign a Conciliator. The Conciliator will make the arrangements for the meeting to allow both parties to discuss the complaint together.
- Individuals can be accompanied by a support person, such as a family member, friend or advocate.
- Before the meeting the Conciliator will discuss the process with both parties. They will identify the issues from the complaint that will be discussed and share the agenda. This helps to ensure that everyone is comfortable and knows what to expect.
- During the meeting the Conciliator will help in the conduct of discussion by encouraging everyone to participate respectfully.

Confidentiality

All oral and written communications aimed at resolving the complaint are confidential. This means that anything discussed during the Conciliation process cannot be made public, recorded or discussed with anyone else and is not admissible in proceedings before a court or tribunal.

Need more information?

Contact HaDSCO at (08) 6551 7620 or mail@hadsco.wa.gov.au. Our office is open from 8:30am to 4:30pm, Monday to Friday.