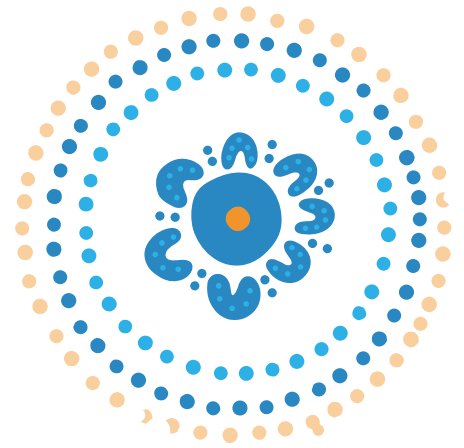




Health and Disability Services
Complaints Office



Information Sheet

Negotiated Settlement

The Negotiated Settlement process involves an exchange of information between the individual and the service provider through calls, emails, or letters. We assist with the exchange of information to attempt to reach an outcome that is acceptable to both parties.

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

Negotiated Settlement is used to:

- Seek information or explanations.
- Seek apologies.
- Gain access to a service.
- Seek a review of a treatment plan.
- Obtain a change in policy or procedure.
- Seek a full or partial refund or waiver of fees.

The Negotiated Settlement Process

- When a complaint is accepted into Negotiated Settlement, a HaDSCO Case Officer will contact both the individual and the service provider to discuss the complaint and the resolution process.
- HaDSCO will write to the provider asking specific questions and seeking a response.
- With permission from the service provider, a full or summarised version of the response will be shared with the individual.

- The Case Officer will discuss the response with the individual. If they are happy with the response, the process is closed. If they remain unhappy, other options may be explored or the case may be closed without settlement having been reached.
- Once Negotiated Settlement concludes, the Case Officer will send a letter to both parties with a summary of any agreed outcomes.

Confidentiality

All oral and written communications aimed at resolving the complaint are confidential. This means that anything discussed during the Negotiated Settlement 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.