

Summary of provider managed complaints

2020-21 to 2024-25

HaDSCO collects de-identified complaints data from prescribed health service providers in WA. The report provides a snapshot of those complaints over the previous five years, identifying areas of concern and opportunities for improvement.

Complaint trends and demographics

8,319
complaints received
2024-25

↑ 10%
increase compared to
2023-24



complaints more likely to concern females than males



complaints more likely to concern consumers aged 70 or older

Consumers

most frequent complainants,
(as opposed to representative like carers)

75%

complaints closed within 30 days



Complaint issues

Over the past five years, **70%** of all complaints have been attributed to the following issue categories, with the most frequently identified sub-issues in 2024-25 listed below:



Quality of clinical care

inadequate treatment/therapy

inadequate assessment

medication



Communication

misinformation or failure to communicate

failure to listen to consumer/representative/carer/family

inappropriate verbal/non-verbal communication



Access

delay in admission or treatment

inadequate resources/lack of service

waiting list delay

Outcomes for health and mental health

The most common outcomes have remained consistent across the past five years



apology
provided



explanation
provided



concern
registered



Mental Health Complaints

A subset of mental health complaints is collected from selected Health Service Providers (HSPs) each year

456

mental health
complaints received

2024-25

↓ 7%

decrease
compared to

2023-24

Access the complete report on our website: www.hadsco.wa.gov.au