



**GOVERNMENT OF
WESTERN AUSTRALIA**



**Health and Disability Services
Complaints Office (HaDSCO)**



How to complain about a disability service

**Health and Disability Services
Complaints Office (HaDSCO)**

Easy English

About this factsheet

This fact sheet is written by the **Health and Disability Services Complaints Office.**



Complaint means you tell someone you are not happy with a service.

This fact sheet tells you how to make a **complaint** about:



- a **disability** support service



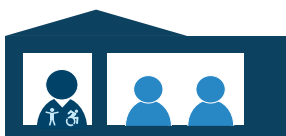
- a health service



- a mental health service.

What can you complain about?

You can complain about



- a service



- a person who works at a service.

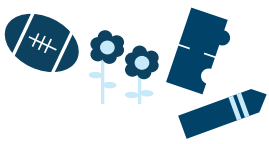
For example you might complain about your



- house



- support worker



- activities



- doctor or dentist



- hospital visit.

You might also complain about



- how you are treated



- your supports



- cost for services and activities.

Who can make a complaint?

Anyone can make a complaint.

For example:



- you



- a family member



- a carer



- a **guardian**
Guardian means a person who helps you make important decisions.



- an **advocate**
Advocate means a person who helps protect your rights.

What we will do



When you make a complaint we will listen to

- you
- the service.

We will try to fix the problem quickly.



We will give you information about other services that can help.



NDIS Quality
and Safeguards
Commission

Complaints about the NDIA and NDIS



We can not help with complaints about the NDIA or NDIS



We can listen to complaints about NDIS service providers until 1 December 2020.



After 1 December 2020, you can still call us and we will tell you the best way to get help.

More Information



You can contact the
**Health and Disability Services
Complaints Office (HaDSCO)**

Monday to Friday
from 8.30 am to 4.30 pm



Phone:
08 6551 7600

Free call from landlines:
1800 813 583



National Relay Service:
1800 555 667



Email:
enquiries@hadsco.wa.gov.au



Web:
www.hadsco.wa.gov.au