



Disability Services Commission

Consumer complaint/ Concern form

Please use this form to lodge a concern and/or complaint about a service delivered by the Disability Services Commission.

Assistance:

You can get help to complete this form at any local Disability Service Commission Office or you can contact the Commission’s Consumer Liaison Service on 08 9426 9244, 1800 998 214 or at clo@dsc.wa.gov.au for advice, information and with lodging a complaint or concern. You can access an interpreter by calling 133 677.

Please tick the relevant box below:

Concern

Complaint

Your Details (person lodging the concern and/or complaint)	
Full Name: (legal name)	
Address:	
Postcode:	
Contact details:	Home: Mobile: Email:
Do you identify as Aboriginal or Torres Strait Islander <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	Are you from a culturally and linguistically diverse background? <input type="checkbox"/> Yes Specify the background: <input type="checkbox"/> No <input type="checkbox"/> Unsure

Consumer details if different to above	
Full Name: (legal name)	
Address:	
Postcode:	
Contact details:	Home: Mobile: Email:



Complete this section if someone is assisting you with the concern and/or complaint, for example, a family member, carer, guardian, advocate or friend

Name:	
Relationship to you:	
Organisation if applicable:	
Address:	
Contact details:	Home: Mobile: Email:

Tell us what you are dissatisfied about and when it happened. If possible, provide us with the names of the people involved. Please attach copies of relevant documents such as letters, reports, photographs etc.

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What steps have you taken to resolve the matter?

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What outcomes are you seeking?

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Signed by person lodging the complaint:	
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Date:	
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Lodging this form:

In person:	At the reception of any local Disability Services Commission Office: Addressed: Private and Confidential – Attention Executive Director of the relevant Directorate/Business Area
Via the Consumer Liaison Service:	Disability Services Commission Consumer Liaison Service Level 2, 146-160 Colin Street, West Perth or Email: clo@dsc.wa.gov.au