



# Understanding Disability Services Complaint Management Processes

This fact sheet outlines what happens when you raise a concern and/or complaint about a Disability Services service. Additional information is available in the booklet *How to have your say: a guide to making a complaint about services for people with disability* and brochure *Consumer Liaison Service: Assistance with concerns and complaints*.

## Raising a concern or complaint

Any person who accesses a Disability Services service, their family members, carers or other representative can raise a concern or complaint about the service/s or supports they received. Concerns and complaints can be raised in whichever way suits best – in person, by phone or in writing.

## How concerns will be managed

If you feel you can raise your concern with a Disability Services staff member you are already connected with, they can work with you to try and resolve it. You can also talk to the person's manager. Most of the time, concerns can be resolved quickly and directly at this level. Should your concern not be resolved satisfactorily this will be forwarded to the Consumer Liaison Service to review and determine best approach.

## How complaints will be managed.

The Consumer Liaison Service is independent of the service-delivery parts of Disability Services. All complaints received by Disability Services are forwarded to the Consumer Liaison Service in the first instance to determine how the issue will be managed. The Consumer Liaison Officer will discuss the complaint with the relevant service area of Disability Services to determine if the complaint will be managed at the local level or by the Consumer Liaison Service.

## What will happen after I raise a complaint?

When you have raised a complaint with Disability Services, the following steps will be taken:

- You will receive an email from the Consumer Liaison Service to confirm that your complaint has been received.
- You will receive a letter from the person who has been delegated to manage your complaint. You will be advised of the process and timeframes to manage your complaint.



## Understanding the Disability Services Complaint Process

- The person managing your complaint will review all information provided, speak to relevant parties (for example, staff members, family and witnesses to any incidents) to further establish the facts, and then make a recommendation about how best to resolve the issue.
- An outcome letter will be sent to you explaining what the person managing the complaint believes has happened and their recommendations for resolving the matter. You will have the opportunity to respond to the letter to confirm if you accept the recommendations. You will have ten working days to do this.

When your response has been received, the person managing your complaint will let you know the next steps.

### How long will it take?

Disability Services will endeavour to resolve your complaint within 20 working days. You will be contacted if the complexity of the issue means that this timeframe is not achievable.

### What if I am not satisfied with the outcome?

If you are not satisfied with the outcome of a concern or complaint managed at the local level, it can be referred to the Disability Services Consumer Liaison Officer for review and further consideration.

The Consumer Liaison Office can be contacted on 6167 8333, 1800 998 214 or at [clo@dsc.wa.gov.au](mailto:clo@dsc.wa.gov.au).

If your complaint is not resolved after being reviewed by the Consumer Liaison Officer, you may choose to take your complaint for external review.

### External Review Resolution

If you are not happy with how Disability Services responded to your complaint, you can contact the Health and Disability Services Complaints Office (HaDSCO) on 6551 7600 or 1800 813 583 (country free number) or at [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au).

Alternatively, you can lodge a complaint with the WA Ombudsman Western Australia on 9220 7555 or 1800 117 000 (country free call) or at [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au). The Ombudsman's office generally deals with complaints about Government processes, rather than service-related issues.

### Further information

Please visit our website or contact the Disability Services Consumer Liaison Officer.

- **Web:** [www.disability.wa.gov.au](http://www.disability.wa.gov.au)
- **Email:** [clo@dsc.wa.gov.au](mailto:clo@dsc.wa.gov.au)
- **Phone:** (08) 6167 8333 / 1800 998 214 (free call)