

Disability Services Commission

Understanding the Disability Services Commission's Complaint Management Processes

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This fact sheet outlines what happens when you raise a concern and/or complaint about a Disability Services Commission 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 Commission 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 the Commission 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 the Commission. All complaints received by the Commission 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 the Commission 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 the Commission, 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.
- 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.

Once they have received your response, the person managing your complaint will let you know the next steps.

How long will it take?

The Commission will endeavor 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 Commission's Consumer Liaison Officer for review and further consideration.

The Consumer Liaison Office can be contacted on 9426 9244, 1800 998 214 or at 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 the Commission 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.

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. The Ombudsman's office generally deals with complaints about Government processes, rather than service-related issues.

Further Information

Please contact the Commission's Consumer Liaison Officer on 9426 9244, 1800 998 214 or at clo@dsc.wa.gov.au. If you have any questions about how the Commission manages concerns and complaints.