



Disability Services Commission

What can I do if I'm unhappy with a disability service or support?

If you aren't happy with any aspect of a disability service or support you are receiving, there is something you can do.

There is a feedback and complaints system in place to make sure people who receive services can easily have their concerns and their problems heard and addressed.

Organisations funded by the Disability Services Commission to provide services to people with disability must have a process in place for people to give feedback on their services. The following information outlines the steps you can take to resolve any issues you have with your services.

Tell your service provider

If you have a complaint about a disability service organisation, you should first approach a coordinator or manager at the organisation where you have received the service. The person you have approached should be able to tell you how the organisation's complaint management system works and how you can lodge your complaint.

In some cases, telling the organisation you're unhappy with the service may be all you need to do to have the issue resolved quickly.

What else can you do?

If the problem isn't easily resolved after you have talked to the organisation, you can formally complain. The process for making a formal complaint will work like this:

- Formally lodge your complaint with the organisation.
- The organisation will tell you how long it will take for your complaint to be processed.
- The organisation reviews your complaint.
- Someone from the organisation will arrange to meet or speak with you to ensure they understand your concerns.
- The organisation will work out a solution to the problem.
- Someone from the organisation will get in touch with you to tell you what has been done to address your concern.

**If you are not satisfied with the outcome**

If you believe that the concern you raised has not been dealt with properly or resolved to your satisfaction through the organisation's complaint process, you can contact the Health and Disability Services Complaints Office (HaDSCO).

Health and Disability Services Complaints Office (HaDSCO)

HaDSCO is an independent statutory authority that provides a free, impartial resolution service for complaints about health or disability services in WA.

You can complain to HaDSCO if you are unhappy with how an organisation:

- provided you with a service
- refused to provide you with a service
- denied or restricted access to your records
- disclosed confidential information or
- failed to comply with the Carers Charter.

You can contact HaDSCO by:

Telephone: (08) 6551 7600

Country Free Call: 1800 813 583

Email: mail@hadsco.wa.gov.au

More information about making a complaint

If you have a serious concern about possible neglect or abuse in a disability service organisation you can contact the Disability Services Commission's Consumer Liaison Officer on (08) 9426 9244 or via the Commission's website. The Consumer Liaison Officer is also available to discuss your concerns and offer guidance on how to make a complaint about disability services.

Phone: 9426 9244

TTY: 9426 9315

Email: CLO@dsc.wa.gov.au

Website: www.disability.wa.gov.au > About us > Complaints

Publications: Useful publications can be downloaded from the Commission's website.

These include:

- How to have your say: a guide to making a complaint about services for people with disability
- Consumer Liaison Service: Assistance with concerns and complaints.