

CHOOSING A COMPLAINT PATHWAY

in Western Australia

Start
Here

STEP 1

Complain to the service or organisation first

You Can

- Speak to a staff member
- Submit a feedback or complaint form
- Send an email or letter
- Ask for their complaints policy

They Should

- Acknowledge your complaint
- Explain their process
- Respond within a reasonable timeframe
- Offer a resolution or explanation

If the issue is unresolved OR if another pathway is more appropriate you can escalate

STEP 2

External Complaint Pathways in WA

Health and Disability Services Complaints Office (HADSCO)

Australian Health Practitioner Regulation Agency (AHPRA)

NDIS Quality and Safeguards Commission

Best For:

- Public or private health services
- Disability Services
- Service Quality, communication, treatment concerns

What they do

- Act as an individual complaint resolution body
- Attempt conciliation between you and the service
- May make recommendations

!!! They focus on resolving the complaint

Best For:

- Concerns about an individual registered practitioner
- Professional Conduct
- Competence
- Breaches of professional standards

What they do

- Assess the risk to public safety
- Investigate practitioner conduct
- Take regulatory action

!!! They focus on registrations and professional standards

Best For:

- NDIS funded services or providers
- Plan implementation issues
- Worker conduct
- Restrictive Practices
- Service agreements

What they do

- Investigate provider compliance
- Enforce NDIS practice standards
- Require corrective action

!!! They focus on NDIS related complaints