

# 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