

How we handle complaints

We usually seek a response from the service provider after receiving a written complaint from a consumer.

A complaint may be resolved early with our assistance, or it may proceed to conciliation or investigation.

We will make every effort to deal with the issues as quickly as possible, although complex complaints may take longer to resolve. Whether your complaint is simple or complex, it will be taken seriously and dealt with thoroughly.

Conciliation

Conciliation is a voluntary process. It offers you the opportunity to resolve your complaint with the assistance of a skilled conciliator.

Investigation

Investigation involves a thorough review of a complaint. The purpose of an investigation is to determine whether any unreasonable conduct has occurred. The process may result in the Office making a recommendation to the provider.



For health or disability service complaints, please contact:

Office of Health Review

Telephone: (08) 9323 0600

Freecall: 1800 813 583

Facsimile: (08) 9221 3675

email: mail@healthreview.wa.gov.au

web: www.healthreview.wa.gov.au

Post: PO Box B61 Perth WA 6838

TTY: 9323 0616

This brochure is available on audio tape, in Braille or community languages on request. Interpreting services are available from the Translating and Interpreting Service (TIS) on 13 14 50.



MAKING A COMPLAINT about a DISABILITY SERVICE

If you cannot resolve a complaint with a disability service provider you can take your complaint to the Office of Health Review.

What can you complain about?

The Office of Health Review is an independent statutory body that seeks to resolve health and disability service complaints.

You may feel that a service provider acted unreasonably in:

- not providing a disability service
- providing a disability service
- the way they provided a disability service
- denying or restricting access to your records
- disclosing records or confidential information about you.

We can also assess whether the Disability Services Commission has acted unreasonably in making, or not making, a grant available to a consumer.

Our role is to help you resolve your concerns in an independent and impartial manner.

Please contact us if you are unsure whether we can deal with your complaint. We will let you know if your concerns should be dealt with by another organisation.



Who can you complain about?

Where organisations are providing disability services specifically for people with disabilities, complaints can be made about:

- a non-government or private organisation
- a public authority
- the Disability Services Commission.

Disability services may include:

- accommodation
- in-home support
- carer's respite
- therapy services
- family support
- day activities, recreation and leisure services
- advocacy services.

What to do...

If you are unable to resolve the complaint with the service provider, you can make a complaint to the Office of Health Review.

The complaint should be made in writing, unless there is a good reason. The form may be written in English or any other language.

You can nominate a representative to lodge a complaint on your behalf.

We can also assist you or your authorised representative with completing your complaint form.

Complaint forms are available by telephoning (08) 9323 0600 or 1800 813 583 (free call).

Note: We do not accept matters that:

- are more than two years old
- have already been decided by a court or tribunal
- are vexatious, trivial or without substance.

There are strict penalties to stop a disability service provider from penalising a person for making a complaint to this Office.