

How we deal with a complaint

After receiving a complaint, the Office of Health Review will normally contact the disability service provider and seek a response.

A complaint may be settled early with our assistance, or it may proceed to conciliation or investigation, whichever best suits the circumstances.

If there are complex issues involved in a complaint, it may take some time to resolve, but every effort will be made to resolve the complaint as quickly as possible.

Whether your complaint is simple or complex, it will be taken seriously and will be dealt with conscientiously by the Office, with complete confidentiality and impartiality.



If you have a health or disability service complaint contact the:

Office of Health Review
Level 17
St Martins Tower
44 St Georges Terrace
Perth, WA 6000

Telephone: (08) 9323 0600
Facsimile: (08) 9221 3675
Country free call: 1800 813 583

Postal Address:
GPO Box B61, Perth, WA 6838

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 131450.



Making a complaint about a disability service

People with disabilities have the right to equitable access to quality disability services and the right to confidentiality and privacy in their dealings with disability service providers.

People with disabilities have the right to complain.

Your complaint will help to improve service standards for you and for others.

What services can I complain about?

Complaints may be made about:

- a non-government or private organisation
- a public authority
- the Disability Services Commission where such organisations are providing disability services specifically for people with disabilities.

Disability services may include:

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

The Office of Health Review deals with complaints under Part 6 of the *Disability Services Act 1993*.

Unless special circumstances apply, the Office does not investigate matters which are more than 24 months old or have already been decided by a court or a tribunal

What may be included in a disability services complaint

You may feel that a service provider acted unreasonably in:

- not providing a disability service
- providing a disability service
- the manner of providing a disability service
- denying or restricting access to records relating to the complainant
- disclosing records or confidential information relating to the complainant
- the Disability Services Commission making or not making a grant to the complainant

Our role is to investigate your concerns in an independent and impartial manner.

What to do about a complaint

If you are unable to resolve the complaint by agreement with the service provider, you may make a complaint to the Office of Health Review in person, by telephone or in writing.

You may nominate an advocate to assist you in preparing your complaint.

Unless there is a good reason the complaint should be in writing. Complaint forms are available from this Office by telephoning (08) 9323 0600 or 1800 813 583 (Country free call).

The form may be written in English or any other language.

Office of Health Review staff can assist you or your authorised representative with completing the complaint form.

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