



Service Standards

For Consumers and Providers

The Office of Health Review deals with certain consumer complaints about health and disability services.

We have written Service Standards for our consumers and service providers. When a complaint has been made our standards state what you can expect from us and what we expect from you.



More Information

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Education

We share our experience in resolving complaints with service providers. Good complaints systems resolve complaints early to the benefit of all parties.

You can expect us to offer these insights through complaints management training, our newsletter, web site, fact sheets and presentations.

We will continue to work to understand the issues behind health and disability service complaints and offer this knowledge to the community.

Improvement

We aim to continually improve within the boundaries of our legislation.

Your feedback is important and is used when we review our processes. We welcome your input about key issues you would like us to address.

Service Standards

Our Service Standards are the core values under which we operate:

- Independence
- Accessibility
- Timeliness and Responsiveness
- Confidentiality
- Education, and
- Improvement.

Independence

We are an independent and impartial agency. You can expect us to treat you with courtesy, respect and fairness.

We will listen to what you have already done to resolve a complaint and suggest what else may be needed. You will get a chance to share your views.

We ask health service consumers to try and resolve their issues in the first instance with the provider.



Accessibility

We aim to be accessible to all people in the community.

We will give you information to explain our process. All our letters and information will be written in plain English.

Please ask us to explain anything that you do not understand and tell us if you have any special needs.

Timeliness and Responsiveness

We handle complaints in an effective and responsive manner.

We encourage complaints to be resolved quickly and will tell you how long our process may take. When there is a delay we will let you know immediately and tell you why.

Be ready to deal with a complaint as soon as you can and tell us when you cannot meet the time frames we set for you.

Confidentiality

We protect your privacy by storing information appropriately and sharing it with only those authorised.

You must keep all the information you get in conciliation confidential. We will explain what this means.

Please tell us if you find out about a breach of confidentiality so that we can take action.