

We invite you to contact us

Have you contacted the health service or health practitioner directly?

This is often the quickest way to resolve a complaint.

We can...

By working together, HaDSCO, Ahpra and the Boards can improve the quality and safety of health services.

If a Board believes there is a serious risk to public safety, it can restrict or remove a practitioner's right to practise.

We can't...

- give you advice about your health
- tell a practitioner to give you medication or treatment
- tell a practitioner to give you your health records
- help you bring legal proceedings against anybody.



Health and Disability Services
Complaints Office (HaDSCO)

6551 7600

1800 813 583 (free
from landlines)

PO Box B61
Perth WA 6838

www.hadsco.wa.gov.au

mail@hadsco.wa.gov.au



**Ahpra
& National
Boards**

Level 1
541 Hay Street
Subiaco WA 6008

GPO Box 9958
Perth WA 6001

1300 419 495

www.ahpra.gov.au

National Relay Service

www.relayservice.gov.au

Translating and Interpreting Service

www.tisnational.gov.au

131 450

How to make a complaint about a:

- ▶ health, disability or mental health service
- ▶ health practitioner

Health and Disability Services
Complaints Office (HaDSCO)

Australian Health Practitioner
Regulation Agency (Ahpra)



What can Ahpra and the National Board do?

We can consider concerns if:

- a practitioner's behaviour is placing the public at risk
- a practitioner is practising their profession in an unsafe way
- a practitioner's ability to make safe judgments about their patients might be impaired because of their health.

We work with practitioners and their workplaces if practice improvements are required.

We take action in cases where steps taken by a practitioner and their workplaces aren't sufficient to ensure the safety of future patients.

We refer serious breaches of our codes of conduct or professional standards to independent panels or tribunals.

Our processes are free. We are impartial and we act in the public interest.

We can decide to talk to the HaDSCO about your complaint and refer it there if that is more appropriate.

The *Register of practitioners* is available at www.ahpra.gov.au/Registration/Register-of-Practitioners.

You can complain to Ahpra and National Boards or HaDSCO about a:

- Aboriginal and Torres Strait Islander health practitioner
- Chinese medicine practitioner
- chiropractor
- dentist
- medical practitioner (doctor)
- midwife
- medical radiation practitioner
- nurse
- occupational therapist
- optometrist
- osteopath
- paramedic
- pharmacist
- physiotherapist
- podiatrist
- psychologist, or
- person claiming to be registered in one of these professions when they are not.

You can complain to HaDSCO about:

You can make a complaint to the Health and Disability Services Complaints Office (HaDSCO) about:

- health services:
 - hospital
 - medical/dental practice
 - 'allied health' service
 - ambulance service
 - pharmacy
- disability services
- mental health services.

What does HaDSCO do?

HaDSCO manages complaints about health, disability and mental health services in Western Australia and the Indian Ocean Territories where service providers:

- refused to provide a service
- provided a service that should not have been provided
- provided a service in an unacceptable manner
- denied or restricted access to your medical records
- have not taken proper action on a complaint made to them
- breached confidentiality
- charged an excessive fee
- did not effectively deal with your complaint
- failed to comply with the Carer's Charter, Disability Service Standards or Mental Health Care Principles

HaDSCO's role is to:

- work with you and the service provider to resolve your complaint, and help you to understand what has happened and why
- achieve an outcome, which may include an apology, explanation or refund; and
- if appropriate, make recommendations to the service provider to improve policies, procedures or practice.

HaDSCO's services are free, confidential and impartial. If the practitioner is a registered health practitioner, HaDSCO must talk to Ahpra and the Board about your complaint to decide whether the Board or HaDSCO will manage all or part of your complaint.

More information is available on the HaDSCO website at www.hadsco.wa.gov.au.