## General Warning

The purpose of this fact sheet is to give general introductory information about the complaints process. It does not contain legal advice.

WARNING: Alternative legal action should be considered before making a complaint. What is included in a complaint may be relevant to any current or future legal proceedings. If you are involved in legal action you should immediately see a lawyer and not proceed with a complaint.

If you (or the complainant, if you are complaining on their behalf) want financial compensation, support or money you should see a lawyer before making a complaint.

## General complaint information

Complaints are rarely about just one thing. When you have a problem, it may be that a number of things have gone wrong. Below are some of the common areas where issues may arise that could lead to a complaint.

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| Discrimination | Disability and NDIS services | Policing, Custody and Detention |
| Seniors and Aged Care supports and services | Consumer and Business disputes | Phone and Internet services |
| Banking, Insurance and Superannuation | Energy and Water services | Housing and Real Estate |
| Health Care services | Employment issues | Education and Training providers |
| Government Agencies and Departments | Child Safety and Protection | State Fines and Debts |
| Corruption | Privacy and Access to Information | Media and Publications |

There are different complaint bodies to handle different types of complaints. You should consider the different pathways available to decide the most appropriate pathway for your circumstances. One event could lead to multiple complaints. That means you may need to lodge more than one complaint to have all of your concerns addressed.

[The online triage tool on this website can help you to identify the different complaint bodies that may be able to assist you.]

It is usually quickest and easiest to try to resolve a complaint directly with the person or body you are having a problem with. Many complaint handling bodies will not act on a complaint unless you to have tried to resolve your complaint directly. If you do not feel it is safe or appropriate to complain directly, you should contact the relevant complaint body to discuss your situation.

## Complaints involving discrimination

There are state and federal complaints bodies that handle complaints that about discrimination. If your situation involves discrimination, you should consider making a discrimination complaint in addition to any other complaints. Discrimination may occur when someone is treated less favourably on the basis of: race; sex; gender; disability; age; sexuality;

relationship status; pregnancy; caring responsibilities; or having or being thought to have an infectious disease.

**WARNING:** The state and federal bodies that handle discrimination complaints have different rules, including time limits. You can make a complaint to both the state and federal complaint bodies, but they may decide not to address your concerns if you have already complained elsewhere. For example, if you have already lodged a discrimination complaint to Equal Opportunity Commission WA (EOC), it is likely that Australian Human Rights Commission will decide not to act on your complaint. Please carefully review the discrimination factsheets for information about your options before making a discrimination complaint.

## Health and Disability Services Complaints Office

In this fact sheet, we introduce the Health and Disability Services Complaints Office ('**HaDSCO**'). HaDSCO is an independent Western Australian complaint body that can help resolve complaints about health, mental health and disability services in Western Australia and the Indian Ocean Territories. HaDSCO can manage complaints through negotiated settlement, conciliation or investigation, and can provide advice and recommendations for service improvement.

HaDSCO can also deal with complaints about breaches of the Code of Conduct for certain health care workers, and can issue interim prohibition orders and prohibition orders in some Code of Conduct matters.

## Legislation and Key Terms

**Relevant Legislation:**

HaDSCO is established by the *Health and Disability Services (Complaints) Act 1995* (WA) and also has responsibilities under Part 6 of the *Disability Services Act 1993* and Part 19 of the *Mental Health Act 2014*.

**Key terms:**

**Ahpra:** The Australian Health Practitioner Regulation Agency. HaDSCO may consult Ahpra if your complaint is about a registered health practitioner.

**Code of Conduct:** A set of conduct rules for certain health care workers. HaDSCO can handle complaints about alleged breaches of the Code of Conduct for certain health care workers.

**Complaint:** An expression of dissatisfaction where a response or resolution is wanted, expected or required.

**Complainant:** A person who has made a complaint.

**Conciliation:** A complaint-resolution process where HaDSCO helps you and the service provider discuss the complaint and try to reach an agreed outcome.

**Investigation:** A formal complaint-resolution process where HaDSCO reviews the service provider's actions to decide whether unreasonable conduct occurred.

**Negotiated settlement:** A process where HaDSCO facilitates communication between you and the service provider, usually by calls, emails or letters, to try to reach an outcome both sides can accept.

**Service provider:** The person, body or organisation that provided the health, mental health or disability service you are complaining about. HaDSCO's scope includes public, private and not-for-profit health sectors, prison health services and health services in immigration detention centres in WA and the Indian Ocean Territories.

**Step 1:** What type of Complaints can be made to this body?

| **Complaints can be made about the conduct of service providers regarding health, disability and mental health services. This includes:** | |
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| **Sub-category** | **Example** |
| Refusal or failure to provide a health, mental health or disability service<br>*Health and Disability Services (Complaints) Act 1995* s 25(1)(a);<br>*Disability Services Act 1993* s 33(2)(a);<br>*Mental Health Act 2014* s 320(2)(a) | **You should make a complaint if a health, mental health or disability service provider unreasonably refused or failed to provide a service to you.** For disability services, HaDSCO generally deals with disability services that are not covered by the NDIS.<br>*Examples:*<br>• *Olli took their partner to a hospital emergency department after a fall and possible head injury. Staff refused to assess them and told Olli to take their partner somewhere else, even though Olli was worried that travelling further could make the injury worse.*<br>• *Aisha's child received support from a non-NDIS disability service. The service stopped providing an agreed personal support service without explanation, and Aisha could not get the service restored.* |
| Unreasonable, unsafe, inappropriate, unwanted or unnecessary service<br>*Health and Disability Services (Complaints) Act 1995* s 25(1)(b)–(c);<br>*Disability Services Act 1993* s 33(2)(b)–(c);<br>*Mental Health Act 2014* s 320(2)(b)–(c) | **You should make a complaint if a health, mental health or disability service was provided to you in an unreasonable way.** This can include poor communication, unsafe treatment, inappropriate conduct during the service, or a service that was not wanted or needed.<br>*Examples:*<br>• *Savindi's father, Mohammed, was treated in a private hospital. Savindi asked for an interpreter, but the hospital did not arrange one. Mohammed did not understand a change to his pain medication and could not properly ask questions about it.*<br>• *Minh told a clinic they did not consent to a procedure and asked staff to stop. The clinic continued anyway, and Minh believes the service was unwanted and unreasonable.* |
| Access to your records<br>*Health and Disability Services (Complaints) Act 1995* s 25(1)(d);<br>*Disability Services Act 1993* s 33(2)(d);<br>*Mental Health Act 2014* s 320(2)(d) | **You should make a complaint if a health, mental health or disability service provider unreasonably denied, delayed or restricted access to records about you.**<br>*Examples:*<br>• *Yolanda moved interstate and asked her usual medical clinic for a copy of her medical records so she could give them to her new doctor. The clinic repeatedly refused to provide them and did not give a proper reason.*<br>• *Noah asked a mental health service for records about his treatment plan after leaving hospital. The service delayed the request for months and gave no clear explanation.* |

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| Disclosure or misuse of records or confidential information<br>*Health and Disability Services (Complaints) Act 1995* s 25(1)(e);<br>*Disability Services Act 1993* s 33(2)(e);<br>*Mental Health Act 2014* s 320(2)(e) | **You should make a complaint if a health, mental health or disability service provider unreasonably disclosed or used your records or confidential information.**<br>*Examples:*<br>• *Priya's medical clinic emailed her pathology results to another patient by mistake and did not explain what had happened until Priya followed it up.*<br>• *Ben used a disability support service. A worker from the service discussed Ben's support needs with someone in the community who was not involved in his care.* |
| Poor handling of your complaint by the service provider<br>*Health and Disability Services (Complaints) Act 1995* s 25(1)(f);<br>*Disability Services Act 1993* s 33(2)(g);<br>*Mental Health Act 2014* s 320(2)(h) | **You should make a complaint if you already complained to a health, mental health or disability service provider about a service, records or confidentiality issue, and the provider unreasonably failed to properly investigate it or take proper action.**<br>*Examples:*<br>• *Raj complained to a hospital about the way his discharge was handled. The hospital closed the complaint without speaking to the staff involved or addressing the key issue Raj raised.*<br>• *Amelia complained to a community mental health service after staff disclosed information about her treatment. The service acknowledged the complaint but never investigated it or told Amelia what action was taken.* |
| Excessive or unreasonable fees<br>*Health and Disability Services (Complaints) Act 1995* s 25(1)(g);<br>*Disability Services Act 1993* s 33(2)(h)–(i);<br>*Mental Health Act 2014* s 320(2)(i)–(j) | **You should make a complaint if a health, mental health or disability service provider charged you an excessive fee or otherwise acted unreasonably about a fee.** HaDSCO does not handle complaints about Medicare or health insurance.<br>*Examples:*<br>• *William took his son Noah to a clinic for day surgery. The clinic later charged the same fee for a very short follow-up appointment, even though the follow-up was limited and the fee was not properly explained.*<br>• *Zahra used a non-NDIS disability service and was charged an extra service fee that was not explained in her service agreement.* |
| Failure to follow the Carers Charter, Mental Health Care Principles or Disability Services Standards<br>*Health and Disability Services (Complaints) Act 1995* s 25(1)(h); | **You should make a complaint if a relevant health, mental health or disability service failed to follow specific care, carer or disability service standards that apply to that service.** This can include failures to comply with the Western Australian Carers Charter, the Charter of Mental Health Care Principles or the Disability Services Standards.<br>*Examples:*<br>• *Leanne is the main carer for her adult son. A health service made care decisions that affected Leanne's caring role but did not involve her in planning or consider her views and needs.* |

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| *Disability Services Act 1993* s 33(2)(f), (ga);<br>*Mental Health Act 2014* s 320(2)(f)–(g) | • *Talia was receiving mental health treatment. The service changed her medication but did not clearly explain the treatment, risks, side effects or alternatives.*<br>• *Bec used a non-NDIS disability service. The service repeatedly failed to provide support in a way Bec says was consistent with the Disability Services Standards.* |
| Code of Conduct breaches by certain health care workers<br>*Health and Disability Services (Complaints) Act 1995* s 25(1)(i) | **You should make a complaint if a health care worker covered by the Code of Conduct failed to comply with the Code.** The Code can apply to health care workers who are not registered under the National Registration and Accreditation Scheme, workers providing services unrelated to their registration, and student or volunteer health care workers.<br>*Examples:*<br>• *Ian received a massage from a massage therapist. During the appointment, the therapist made sexual comments and touched Ian in a way that made him feel unsafe.*<br>• *Priya saw a naturopath who claimed their treatment could cure cancer and told Priya to stop seeing her specialist. Priya was worried the naturopath was making unsafe and misleading claims.* |
| Breach of an interim prohibition order or prohibition order<br>*Health and Disability Services (Complaints) Act 1995* s 25(1)(j)–(k) | **You should make a complaint if a health care worker is subject to an interim prohibition order or prohibition order and is not following it.**<br>*Example: Nicole checked HaDSCO's prohibition order information and saw that a health care worker was restricted from providing a type of service. The worker was still advertising and providing that service to clients.* |
| Resident service or declared-place related disability complaints<br>*Disability Services Act 1993* s 33(3)–(4) | **You should make a complaint if your complaint is about a resident service covered by the Disability Services Act and the provider:**<br>• **unreasonably failed to provide the resident service,**<br>• **provided it unreasonably,**<br>• **restricted access to records,**<br>• **disclosed confidential information,**<br>• **failed to comply with the Carers Charter,**<br>• **failed to properly handle an earlier complaint,**<br>• **failed to give required explanations,**<br>• **or acted unreasonably in relation to certain declared-place orders or regulated behaviour management.**<br>*Example: Peter was receiving a resident service connected with a declared place. He was given an order affecting him but was not given the explanation required for that kind of decision, and the service did not properly respond when he complained.* |

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| Narrow disability grant decision complaints under the Disability Services Act<br>*Disability Services Act 1993* s 33(2) | **You should make a complaint if the Disability Services Commission acted unreasonably in making, or not making, a grant to you under Part 4 of the Disability Services Act.**<br>*Example: Rosa applied for a disability-related grant under the Disability Services Act pathway. She believes the Commission acted unreasonably by refusing the grant and not properly considering the material she provided.* |

**Step 2:** What is the Jurisdiction of the complaints body?

| Jurisdiction | Description |
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| State | HaDSCO is a Western Australian statutory complaint body. It deals with complaints about health, mental health and disability services in Western Australia and the Indian Ocean Territories. |
| Geographical Scope | The service you are complaining about must have been provided in Western Australia or the Indian Ocean Territories. You do not need to live in Western Australia if you were in Western Australia or the Indian Ocean Territories when you received the service. |
| Time Limitations | HaDSCO generally cannot deal with complaints about events more than two years old, unless there is a good reason or extenuating circumstance for the delay. |
| Exclusions | **General exclusions:**<br>HaDSCO cannot deal with complaints about:<br>• the contents of a medical report;<br>• Medicare or health insurance;<br>• workers' compensation assessments;<br>• orders made by the Mental Health Tribunal; and<br>• orders made by the Guardianship and Administration Board.<br>**Aged care services:** HaDSCO only accepts complaints about aged care services that are not commonwealth funded.<br>**Disability services:** HaDSCO only accepts complaints about disability services not covered by the NDIS.<br>**Registered practitioner:** If your complaint is about a registered health practitioner, HaDSCO must consult Ahpra to decide the most suitable agency to manage it. Ahpra may ask HaDSCO to formally refer the complaint. |
| Exercise of discretion | HaDSCO assesses whether it can accept, decline or refer your complaint. It may decline a complaint if it is outside its authority, too old without good reason, not suitable for further action, or more appropriately handled elsewhere. |
| Additional information | HaDSCO's services are free, confidential and impartial. |

**Step 3:** Who can you make a complaint against?

| Respondent | Description |
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| Health service providers | You can complain about a person, body or organisation that provided a health service in Western Australia or the Indian Ocean Territories. This can include public hospitals, private hospitals, not-for-profit health centres, clinics, doctors, nurses and other health service providers. |
| Registered health practitioners | You can complain about a registered health practitioner, such as a doctor or nurse, where the complaint relates to a health service or conduct within HaDSCO's scope.<br>HaDSCO may consult Ahpra and the complaint may be managed by Ahpra if that is the more suitable pathway. |
| Unregistered or alternative health care workers | You can complain about some unregistered or alternative health care workers, including counsellors, dieticians, massage therapists and naturopaths, where the complaint is about a health service or an alleged breach of the Code of Conduct for certain health care workers. |
| Mental health service providers | You can complain about a mental health service provider if the complaint is about a mental health service provided in Western Australia or the Indian Ocean Territories. This can include public or private mental health service providers. |
| Disability service providers not covered by the NDIS | You can complain about a disability service provider if the service is not covered by the NDIS. If the service is an NDIS service, the complaint usually belongs with the NDIS Quality and Safeguards Commission. |
| Aged care providers not Commonwealth funded | You can complain about an aged-care service only if it is not Commonwealth funded. If the aged care is Australian Government funded, the complaint usually belongs with the Aged Care Quality and Safety Commission. |
| Resident service providers / declared-place services | You can complain about a resident service or declared-place related service only where the complaint fits the narrow Disability Services Act complaint pathway. This should be used carefully because many residential, housing or detention issues may belong somewhere else. |
| Exclusions | HaDSCO is usually not the right body for:<br>• NDIS providers,<br>• Commonwealth-funded aged-care providers,<br>• private health insurers,<br>• interstate health service providers,<br>• or bodies whose issue is about a Mental Health Tribunal or Guardianship and Administration Board order. |

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| Additional information | If the person, body or organisation you are complaining about is hard to classify, you can contact HaDSCO to discuss whether the complaint is within scope. |

**Step 4:** Are you eligible to make a complaint?

| Eligibility | Description |
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| Who can make a complaint? | You can make a complaint if you received the health, mental health or disability service.<br>A family member, guardian, advocate or representative of someone who has died can also make a complaint.<br>A service provider can make a complaint on behalf of someone who received a service from another provider.<br>A carer can complain on behalf of the person they care for, and/or on their own behalf about a failure to comply with the Western Australian Carers Charter.<br>**Code of conduct complaints:** Anyone can make a complaint about an alleged breach of the Code of Conduct for certain health care workers. |
| Pre-requisite steps | Before lodging with HaDSCO, you are generally expected to raise the issue directly with the service provider first. You can continue to HaDSCO without doing this if your concerns involve significant public-safety risk, or if contacting the provider yourself is too difficult or upsetting. |
| Can complaints be made on behalf of someone? | Yes. If you are making a complaint for someone else, you should have their permission.<br>If you are not a family member, HaDSCO's form requires you to declare that you have no financial interest in the outcome and are acting without payment. |
| Exclusions | HaDSCO may be unable to progress your complaint if it is outside HaDSCO's jurisdiction, older than two years without good reason, or you have not tried to resolve it with the provider and no exception applies. |
| Additional information you need to know | You can withdraw your complaint by email or letter. If your complaint is about an alleged Code of Conduct breach and there may be a risk to public health and safety, HaDSCO can continue investigating after withdrawal. |

**Step 5:** What remedies are available at this body?

| Power | Description |
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| Access to a service | A complaint may result in you getting access to a service. This may be relevant where the complaint is about a refusal or failure to provide a service. |
| Refund, reduction or waiver of fees | A complaint may result in a refund, reduction or waiver of fees. This may be relevant where the complaint is about an excessive or unreasonable fee. |
| Apology, explanation or acknowledgement | A complaint may result in an apology or explanation from the service provider. |
| Access to, or addendum to, records | A complaint may result in access to health records or an addendum to a medical record. |
| Adequate, alternative or corrective service or treatment | A complaint may result in adequate service, alternative treatment or corrective treatment where this is appropriate and agreed or recommended through the complaint process. |
| Service improvement | A complaint may result in service improvement, such as staff education, training, changes to processes and procedures, or new policies. |
| Recommendation for improvement | If HaDSCO investigates and finds unreasonable conduct, the Director may make recommendations for improvement. The provider must advise what measures have been undertaken to comply with the recommendations, and HaDSCO monitors recommendations. |
| Code of Conduct regulatory action | For Code of Conduct complaints, HaDSCO may issue an interim prohibition order, prohibition order or public health warning statement, and may monitor compliance. These are public-safety regulatory outcomes and may not give you a personal remedy. |
| Conciliated or negotiated agreement | If your complaint proceeds through negotiated settlement or conciliation, the outcome may be documented in a letter or report, and conciliation may end with a signed agreement. |
| Additional information you need to know | HaDSCO cannot guarantee the outcome you want. HaDSCO cannot force health service providers to take part in the complaint-resolution process, discipline practitioners registered by a National Board with Ahpra, act as your advocate, take sides, provide legal advice or operate outside its legislation. HaDSCO also cannot assist with compensation claims. |

**Step 6:** Preparing your complaint. What should it include?

| **Requirement** | **Description** |
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| Format | You should use HaDSCO's online complaint form or PDF complaint form. The detailed lodgement options are listed in Step 7. |

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| Personal Details | When lodging a complaint, you must provide your name and other identifying information the Director may require. However, the Director may choose to keep information confidential if it's in the complainant's interest to do so.<br>Identifying information may include:<br>• First and surname/last name;<br>• Date of birth;<br>• Contact number;<br>• If you need an interpreter;<br>• Email and postal address;<br>• If you received the service as public or private patient;<br>• If you need any assistance with lodging the complaint; and<br>• Whether you are the person who received the service.<br>HaDSCO's online complaint form will not progress unless you complete the above personal details field. |
| Respondent's Details | You should provide the name of the health, disability or mental health service provider involved, whether your complaint is about the organisation or the person who provided the service, their address, phone number, the type of service, the date of service, and whether the person who provided the service is a registered practitioner, if you know. |
| Relevant Facts | You should:<br>• Explain what happened and include relevant dates, times and locations. You should attach copies of relevant documents if you have them.<br>• Include your original complaint to the service provider and any response. If you have not raised the issue directly with the provider, you should explain why. You should also say if you have complained to another organisation about the same matter.<br>• Explain what you want to achieve (see step 5)<br>• Tell HaDSCO if you need an interpreter, a male or female interpreter, help lodging the complaint, or communication support because you are deaf or have a hearing or speech impairment. |
| What NOT to include | Do not include false or misleading information. |
| Additional information you need to know | HaDSCO may need to obtain information or records. A copy of your complaint may be sent to the service provider for a response and may also be sent to another relevant organisation. The form requires authorisation for this. |

**Step 7:** Lodging your complaint and next steps.

| Step | Description |
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| Where to lodge your complaint | You can make a complaint to HaDSCO:<br>• **Online:** via the online complaint form here;<br>• **Email:** by downloading and printing the PDF complaint form here and sending it to mail@hadsco.wa.gov.au<br>• **Post:** by downloading and printing the PDF complaint form here and sending it to: PO Box B61, Perth WA 6838<br>• **In person:** by visiting Reception Desk, Albert Facey House, 469 Wellington Street, Perth WA 6000. This will be followed by putting the complaint in writing. |
| Phone assistance | You can call HaDSCO on (08) 6551 7600 if you want to discuss your concerns or need help completing the complaint form. WA regional callers can call 1800 813 583 free from landlines. |
| Acknowledgement and assessment | After you lodge your complaint, HaDSCO will acknowledge receipt and assess whether it relates to health, mental health or non-NDIS disability services, whether the service was provided in WA/IOT, whether the incident occurred in the past two years, and whether it has already been raised with the provider. |
| If accepted | If your complaint is accepted, HaDSCO will contact you to discuss your options. Depending on the complaint, it may proceed to negotiated settlement, conciliation or investigation. |
| If declined | If HaDSCO cannot accept your complaint, it will explain why and, where possible, refer you to another organisation. |
| Negotiated settlement | Negotiated settlement involves communication between you and the service provider, facilitated by HaDSCO, usually by phone, email or letter. It can only proceed if both you and the provider agree to participate. |
| Conciliation | Conciliation involves meetings between you and the service provider, facilitated by HaDSCO. It may happen face-to-face, by teleconference or by videoconference, and can only proceed if both parties agree. |
| Investigation | Investigation is a formal process where HaDSCO reviews the service provider's actions to decide whether unreasonable conduct occurred. If unreasonable conduct is identified, the Director may make recommendations for improvement. |
| Complaint closure | Once the complaint-resolution process is complete, you and the service provider are told the outcome by letter or report. |
| Additional information you need to know | Provide all relevant information and documents as early as possible. Keep a copy of your complaint. Update HaDSCO if the issue is resolved or if something changes. |

**Step 8:** Post-complaint – what if you are not happy with the outcome of your complaint?

| Avenue | Description |
|---|---|
| Feedback about HaDSCO's service | If you are not satisfied with HaDSCO's service or how your complaint was managed, you can give feedback by feedback form, phone, email or post. |
| Internal review | You can request an internal review if you disagree with the process HaDSCO applied or the decisions HaDSCO made in managing your complaint. The review is conducted by a Senior Officer who was not involved in the original outcome.<br>You must request an internal review in writing within six months of the original decision.<br>HaDSCO aims to acknowledge your internal review request within 15 business days and will tell you if complexity causes delay. |
| Ombudsman Western Australia | If your concerns remain unresolved after HaDSCO's internal review, you can contact Ombudsman Western Australia to request an external review. |
| SAT review for Code orders — narrow pathway | If HaDSCO issues an interim prohibition order, prohibition order or public health warning statement, the affected health care worker can apply to the State Administrative Tribunal for review. This is not usually a review pathway for the person who made the complaint. |
| Separate legal advice | If you want compensation, are considering legal proceedings, or think you may have a medical negligence claim, you should get legal advice before relying on the complaint process. HaDSCO cannot assist with compensation claims and cannot provide legal advice. |

**Step 9:** Other bodies that handle health, mental health, disability and related complaints

| Complaint body | Description |
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| Australian Human Rights Commission | The Australian Human Rights Commission (AHRC) can handle complaints about discrimination that occurs in employment, education, the provision of goods and services, accommodation, sport or the administration of Commonwealth laws and services. If you have experienced discrimination, bullying or harassment on the basis of your sex, disability, race, age or sexual preference, the AHRC may be able to help.<br>There are also State Government discrimination complaint bodies who may also be able to assist. |
| Office of the Australian Information Commissioner | The Office of the Australian Information Commissioner (OAIC) can handle complaints about the way personal information has been handled by Australian Government agencies and some private organisations. The OAIC can also review freedom of information |

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| | decisions that are made by Australian Government agencies and ministers.<br><br>There are also State Government privacy and information complaint bodies who may also be able to assist. |
| National Anti-Corruption Commission | The National Anti-Corruption Commission (NACC) handles complaints about serious or systemic corruption in the Australian Government public sector.<br><br>There are also a State Government corruption complaint bodies who may also be able to assist. |
| Public Sector Commission | The Public Sector Commission's job is to develop a future fit public service for the people of Western Australia by strengthening the efficiency, effectiveness and capability of the public sector to meet existing and emerging needs, and deliver high quality services.<br><br>Website: https://www.wa.gov.au/organisation/public-sector-commission<br><br>Phone: +61 8 6552 8500 |
| Western Australian Equal Opportunity Commission (**EOC**) | The EOC is a state body which handles complaints about discrimination in various areas such as employment, education and services.<br><br>EOC protects and promotes equal opportunity to provide education and resources to help individuals and organisations understand their rights and responsibilities.<br><br>If a complaint involves administrative actions or decisions by public authorities that may also constitute discrimination, EOC can refer the matter to HaDSCO with the complainant's consent.<br><br>Website: https://www.wa.gov.au/organisation/equal-opportunity-commission<br><br>Phone: 61 8 9216 3900<br><br>1800 198 149<br><br>Access the EOC complaints form here. |
| Office of the Western Australian Information Commissioner (**OIC**) | The OIC oversees freedom of information matters in Western Australia. It may be relevant if the issue is about access to WA Government documents or review of a WA freedom of information decision. Privacy or personal-information handling concerns may need to be checked against the specific pathway that applies.<br><br>Website: https://www.oic.wa.gov.au/en-au/<br><br>Phone: (08) 6551 7888 or 1800 621 244<br><br>Access the OIC complaints form here. |
| Corruption and Crime Commission (**CCC**) | The CCC is Western Australia's leading anti-corruption body. It works to improve the integrity of the Western Australian public sector and helps public sector agencies to minimise and manage serious misconduct, and assists WA Police to reduce the incidence of organised crime. |

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| | Website: https://www.ccc.wa.gov.au/<br>Phone: 1800 803 186 (toll free)<br>Access the CCC complaint form here. |
| State Administrative Tribunal (**SAT**) | The SAT resolves various legal disputes and can make binding determinations.<br>It provides a less formal and more accessible alternative to court.<br>Access the SAT application information here. |

**Need help preparing or pursuing your complaint?**

Below are organisations that may be able to help you to make your complaint, provide support or advocacy during the complaint process or give you more information.

| Organisation | Contact Details | How they can help |
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| **HaDSCO** | Website: https://www.hadsco.wa.gov.au/<br>Email: mail@hadsco.wa.gov.au<br>Telephone: (08) 6551 7600 or 1800 813 583 (free from landlines)<br>Monday to Friday, 8.30am to 4.30pm. | You can contact HaDSCO directly if you have any further questions or need assistance with your complaint. |
| **Translating and Interpreter Service** | Website: www.tisnational.gov.au<br>Telephone: 131 450 | Provide support to people if English is not their first language. |
| **National Relay Service** | Website: www.accesshub.gov.au | Provides a range of services to support people who are deaf or have a hearing or speech impairment to communicate. |
| **Deaf or Hearing Impaired Users** | Telephone: Choose preferred NRS channel then 1800 806 314 | Provides communication support for deaf or hearing impaired individuals through the National Relay Service (NRS), where you can choose their channel for assistance. |

**Self-help tools and additional resources**

| Resource | How this helps |
|---|---|
| Where to Make a Complaint | A list of complaint services depending on your complaint type from HaDSCO. |
| How to Make a Complaint | Guidance from HaDSCO on how to make a complaint. |
| What happens when you make a complaint | Guidance on the complaints resolution process. |
| How to talk to a service provider | Tips on how to resolve your complaint directly with a service provider. |
| Call It Out | Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body. |