

## 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.

### 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, or
- help you bring legal proceedings against anybody.

## We invite you to contact us



Level 2  
225 St Georges Terrace  
PERTH WA 6000

GPO Box 9958  
PERTH WA 6001  
1300 419 495  
[www.ahpra.gov.au](http://www.ahpra.gov.au)



Health and Disability Services  
Complaints Office

6551 7600  
1800 813 583  
free from landlines

PO Box B61  
PERTH WA 6838  
[www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au)  
[mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)

**National Relay Service**  
[www.relayservice.gov.au](http://www.relayservice.gov.au)

**Translating and Interpreting Service**  
[www.tisnational.gov.au](http://www.tisnational.gov.au) 131 450



Health and Disability Services  
Complaints Office



Ahpra  
& National  
Boards

## How to make a complaint about a health, disability or mental health service, or a health practitioner

September 2023



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

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/Registers-of-Practitioners](http://www.ahpra.gov.au/Registration/Registers-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 HaDSCO about allied, alternative and community health services and workers. For example:

- Hospitals
- Medical/dental practices
- Ambulance services,
- Pharmacies
- Non-NDIS disability services, or
- Mental health services



## What can 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, or
- failed to comply with the Code of Conduct for certain health care workers, 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.hadscow.a.gov.au](http://www.hadscow.a.gov.au).