



# Health and disability services complaints

Delivered by the Health and Disability Services Complaints Office in the Indian Ocean Territories

April 2022

## Services

The Health and Disability Services Complaints Office, on behalf of – and fully funded by – the Australian Government, provides an impartial resolution service for complaints relating to health, disability and mental health services in the Territories communities, including:

- assessment, conciliation, negotiated settlement and investigation of complaints
- education and training in the prevention and resolution of complaints.

## What does this mean for me?

The complaint resolution service provided by the Health and Disability Services Complaints Office is free of charge, impartial and confidential. Services can be accessed through the website or by telephone.

Representatives from the Health and Disability Services Complaints Office visit the Territories every two years to undertake a range of outreach activities with stakeholders. During these visits, staff are available to discuss concerns and assist people to complete a complaint form should they want to.

## For more information

Area	Contact details
Telephone	08 6551 7600 or 1800 813 583
Email	<a href="mailto:mail@hadsco.wa.gov.au">mail@hadsco.wa.gov.au</a>
Website	<a href="http://www.hadsco.wa.gov.au">www.hadsco.wa.gov.au</a>