



Health and Disability Services  
Complaints Office (HaDSCO)

# Information sheet: Disability Service Complaints Data Collection

## Introduction

The Health and Disability Services Complaints Office (HaDSCO) is an independent Statutory Authority providing an impartial resolution service for complaints relating to health, disability or mental health services provided in Western Australia and the Indian Ocean Territories.

HaDSCO has two service areas:

**Service one:** Assessment, conciliation, negotiated settlement and investigation of complaints

**Service two:** Education and training in the prevention and resolution of complaints

## HaDSCO's authority to request data

Under Section 48A of the *Disability Services Act 1993* and the *Disability Services Amendment Regulations 2015*, HaDSCO collects complaint data from prescribed government and non-government disability service providers in Western Australia. These prescribed providers must submit their complaints data to HaDSCO on an annual basis by 31 July, in accordance with legislative requirements.

## Aim of the data collection

The information collected by HaDSCO is used to identify systemic issues and trends across the disability sector and develop resource materials for consumers, carers and service providers. The data collection also provides HaDSCO with the opportunity to work with service providers to improve their complaints management processes.

## Type of data collected

Only de-identified data is collected from service providers. The information collected includes:

- number of complaints
- demographics of consumers
- complaint issues
- complaint outcomes
- timeliness of complaint resolution

## Data collection and reporting

Information from prescribed providers is collected through the [HaDSCO Online Complaints and Compliments Reporting System \(external link\)](#). An overview of this information is reported in the HaDSCO Annual Report each year.

[Updated: May 2017]

## Health and Disability Services Complaints Office (HaDSCO)

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