



Health and Disability Services  
Complaints Office (HaDSCO)

# Information sheet: Health Complaints Data Collection Program

## Introduction

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

HaDSCO has two service areas:

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

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

## HaDSCO's authority to request data

Section 75 of the *Health and Disability Services (Complaints) Act 1995* provides HaDSCO with the authority to request complaints data from certain public, private and not-for-profit health service providers in Western Australia. These providers are prescribed in the *Health and Disability Services (Complaints) Regulations 2010*. 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 purpose of the data collection is to identify broad trends and systemic issues that relate to all, or a proportion of, health service providers. The data collection also gives HaDSCO the opportunity to work with providers to improve their complaints management processes.

## Type of data collected

Only de-identified, aggregated 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 a secure online form on the HaDSCO website: [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au). An overview of this information is reported in the HaDSCO Annual Report each year. The information may also be used to develop resource materials for consumers, carers and service providers.

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## Health and Disability Services Complaints Office (HaDSCO)

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