



# Making a complaint

This easy read guide explains how to make a complaint about disability services provided by the Department of Communities.

**Tip:** When you see the words, **we** or **us**, it means the Department of Communities.



You can talk to us when you are unhappy with a service we have provided. We will try to fix your problem.



When a problem can't be sorted you can make a complaint. You can complain about any service we provide.



We will keep your complaint confidential and only tell people who need to know.

# How to make a complaint

You can make a complaint by:



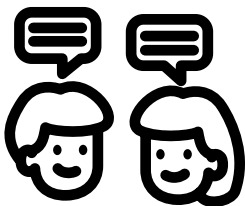
Call **1800 333 325** (1800FEEDBK)  
and select **option 3** (disability).



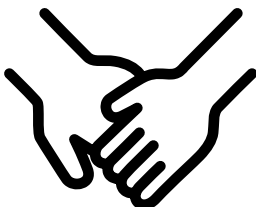
Fill out the [online webform](#) on the Department of Communities Disabilities website or email the consumer liaison officer at [CLO@communities.wa.gov.au](mailto:CLO@communities.wa.gov.au).



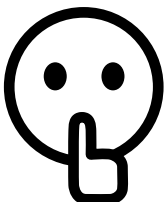
Write a letter to us at:  
Department of Communities  
Locked Bag 5000  
Fremantle WA 6959



Speak with a staff member who can help you make a complaint.



You can make a complaint yourself or with a support person or an advocate can make a complaint for you with your permission.



You can also make an anonymous complaint.  
This means you don't tell us your name.

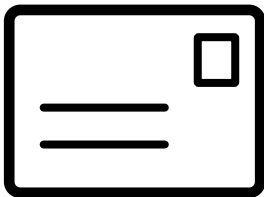
# What happens next?



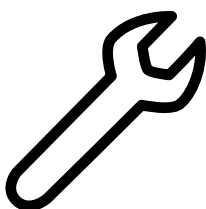
We will contact you and listen to your complaint.



If we cannot help, we will try to find out who can.



We will send you a letter to let you know how your complaint will be followed up and when it will be finished.



You will receive an outcome letter within 21 working days that will let you know how we can fix your issue.




Your letter will also tell you what you can do if your complaint is not fixed.

# Talk to someone else about your complaint

You can also make a complaint about the Department to the following services:



Health and Disability Services Complaints Office (HaDSCO)


 **(08) 6551 7600**

 [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)

[HaDSCO Complaints Online Form](#)




Ombudsman Western Australia

 **(08) 9220 7555**

 [Ombudsman Western Australia Complaint Form](#)



NDIS Quality and Safeguards Commission (if you get NDIS funded services from the Department)

 **1800 035 544**

 [NDIS Complaint Contact Form](#)