



# Guide to annual submission of complaints data to HaDSCO

All WA Health Service Providers (HSPs) are required to submit complaints data to Health and Disability Services Complaints Office (HaDSCO) on an annual basis under Section 75 of the Health and Disability Services (Complaints) Act 1995 and the Health and Disability Services (Complaints) Regulations 2010. Complaints data for the year ending 30 June must be submitted to HaDSCO between 1 and 31 July each year.

This Guide aims to outline the relation of the Datix Consumer Feedback Module fields to the requirements of the annual submission of complaints data to assist WA Health Service Providers in completing reporting requirements.

## Sections of the HaDSCO Complaints Data Collection

The HaDSCO Complaints Data Collection consists of five sections. The total number of responses required in each section relate to the number of complaints received.

### Section 1: Complaint details summary

Section 1 details the total number of complaints received by an organisation, recorded as complaints received directly from a patient and complaints received from a patient representative.

### Section 2: Consumer demographic details

Section 2 collects demographic details of the person affected, including gender, language spoken, ethnicity, age and residential postcode.

### Section 3: Consumer representative demographic details

Section 3 collects demographic details of the person reporting the feedback IF THIS PERSON IS NOT ALSO THE PERSON AFFECTED. The demographic categories are the same as those in section 2.

### Section 4: Complaint resolution

Section 4 provides data on complaint outcomes as well as the timeliness of complaint resolution.

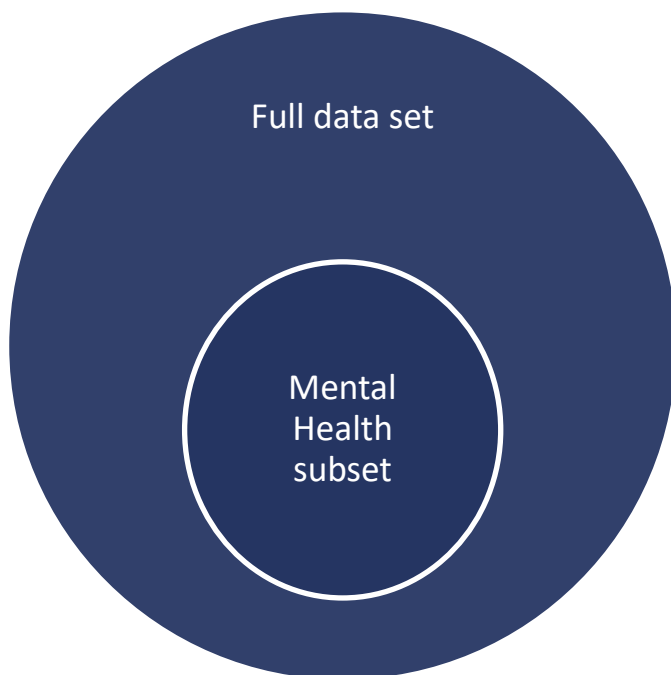
### Section 5: Complaint categories

Section 5 gathers data relating to the issues reported by consumers and their representatives in complaints. All issues recorded should be reported to HaDSCO. Only Issue Category Tiers 1 and 2 are reported to HaDSCO. There are some slight differences in the tiers in Datix CFM in comparison to the fields for the HaDSCO return. The HaDSCO agreed mapping of these fields is detailed in the below section Collation of return.

Section of HaDSCO Complaints Data Collection	Total number of responses required for Section of HaDSCO Complaints Data Collection
Section 1.1	The total of section 1.1 should equal the total number of complaints received by the organisation during the period.
Section 2.1-2.5	The total of each section should equal the total number of complaints received by the organisation during the period.
Section 3.1-3.5	The total of each section should equal the total number of complaints received from patient representatives, i.e. excluding those received directly from patients.
Section 4.1-4.2	<p>The total of section 4.1 should be greater than or equal to the total number of complaints received by the organisation during the period.</p> <p>The total of section 4.2 should equal the total number of complaints received by the organisation during the period.</p>
Section 5.1-5.10	The total of each section should be greater than or equal to the total number of complaints received by the organisation during the period.

### Mental Health Subset

HaDSCO have requested HSPs provide a Mental Health Subset of complaints data. This is to be provided in addition to the full data set return, which the Mental Health Subset forms part of. The Mental Health Subset includes any complaints in which the Datix CFM question “**Mental health episode of care?**” is answered Yes. Relevant complaints are therefore reported twice: once in the full data set, and once in the Mental Health Subset.



## Mapping of CFM fields to HaDSCO requirements

Fields in Datix CFM were designed in order to be able to fulfil statutory reporting requirements to HaDSCO under section 75 where possible. There are however some fields that do not directly align with these requirements.

Changes to the Datix CFM were implemented in January 2021. This means that any reporting over the 202/21 financial year may require to composite of reporting methods.

The relationship between the fields in the HaDSCO reporting template and the Datix CFM fields is outlined for each section in the below tables, noting that the Datix CFM field labels, particularly those relating to demographic details, may differ across different methods of data extraction. Data labels detailed below are as per the front-end user interface.

### HaDSCO Reporting Template

### Datix Consumer Feedback Module

<b>1.1 Who made the complaint?</b>	<b>Are the person reporting the feedback and the person affected the same person?</b>
Did the provider collect this information?	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Patient	Yes
Patient representatives	No
Unknown	Not an option in Datix CFM

<b>2.1 Consumer demographic details - Gender</b>	<b>Details of person affected by the feedback: Gender</b>
Did the provider collect this information?	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Male	Male
Female	Female
Unknown	Not stated/Unknown gender Other

<b>2.2 Consumer demographic details - Language</b>	<b>Pre-January 2021: Is an interpreter required for the person affected?</b> <b>Post-January 2021: Interpreter required</b>
Did the provider collect this information?	Datix CFM question does not map to the HaDSCO reporting question, therefore all complaint records are reported in this section as a 'provider did not collect this information' response

English was first language	Not an option in Datix CFM
English was not first language	Not an option in Datix CFM
Unknown	Not an option in Datix CFM

<b>2.3 Consumer demographic details - Ethnicity</b>	<b>Pre-January 2021: Is person affected of Aboriginal/Torres Strait Islander descent?</b> <b>Post-January 2021: Aboriginal/Torres Strait Islander Descendant</b>
Did the provider collect this information?	If this information has not been collected, it should be reported as 'provider did not collect this information' for the number of relevant complaint records
Aboriginal or Torres Strait Islander	Yes
Not Aboriginal or Torres Strait Islander	No
Unknown	Not an option in Datix CFM

<b>2.4 Consumer demographic details - Age</b>	<b>Pre-January 2021: What is the age band of the person affected?</b> <b>Post-January 2021: Age</b>
Did the provider collect this information?	If this information has not been collected, it should be reported as 'provider did not collect this information' for the number of relevant complaint records
0-9	0-9
10-19	10-19
20-29	20-29
30-39	30-39
40-49	40-49
50-59	50-59
60-69	60-69
70-79	70-79
80-89	80-89
90+	90+
Unknown	Unknown

<b>2.5 Consumer demographic details – Residential postcode</b>	<b>Pre-January 2021: What is the post code of the person affected?</b> <b>Post-January 2021: Postcode</b>
Did the provider collect this information?	If this information has not been collected, it should be reported as 'provider did not collect this information' for the number of relevant complaint records
6000-6199	6000-6199
6200-6299	6200-6299
6300-6399	6300-6399
6400-6499	6400-6499
6500-6599	6500-6599
6600-6699	6600-6699
6700-6799	6700-6799
Other or unknown	Other or unknown

<b>3.1 Consumer representative demographic details - Gender</b>	<b>Details of person reporting the feedback: Gender</b>
Did the provider collect this information?	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Male	Male
Female	Female
Unknown	Not stated/Unknown gender Other

<b>3.2 Consumer representative demographic details - Language</b>	<b>Pre-January 2021: Is an interpreter required for the person reporting feedback?</b> <b>Post-January 2021: Interpreter required?</b>
Did the provider collect this information?	Datix CFM question does not map to the HaDSCO reporting question, therefore all complaint records are reported in this section as a 'provider did not collect this information' response
English was first language	Not an option in Datix CFM
English was not first language	Not an option in Datix CFM
Unknown	Not an option in Datix CFM

<b>3.3 Consumer representative demographic details - Ethnicity</b>	<b>Pre-January 2021: Is person reporting of Aboriginal/Torres Strait Islander descent?</b> <b>Post-January 2021: Aboriginal/Torres Strait Islander Descendant</b>
Did the provider collect this information?	If this information has not been collected, it should be reported as 'provider did not collect this information' for the number of relevant complaint records
Aboriginal or Torres Strait Islander	Yes
Not Aboriginal or Torres Strait Islander	No
Unknown	Not an option in Datix CFM

<b>3.4 Consumer representative demographic details - Age</b>	<b>Pre-January 2021: What is the age band of the person reporting the feedback?</b> <b>Post-January 2021: Age</b>
Did the provider collect this information?	If this information has not been collected, it should be reported as 'provider did not collect this information' for the number of relevant complaint records
<18	<18
18-29	18-29
30-39	30-39
40-49	40-49
50-59	50-59
60-69	60-69
70-79	70-79
80-89	80-89
90+	90+
Unknown	Unknown

<b>3.5 Consumer representative demographic details – Residential postcode</b>	<b>Pre-January 2021: What is the post code of the person reporting the feedback?</b> <b>Post-January 2021: Postcode</b>
Did the provider collect this information?	If this information has not been collected, it should be reported as 'provider did not collect this information' for the number of relevant

	complaint records
6000-6199	6000-6199
6200-6299	6200-6299
6300-6399	6300-6399
6400-6499	6400-6499
6500-6599	6500-6599
6600-6699	6600-6699
6700-6799	6700-6799
Other or unknown	Other or unknown

<b>4.1 Complaint resolution</b>	<b>Resolution</b>
Did the provider collect this information?	If this information has not been collected, including complaints not yet resolved, it should be reported as 'provider did not collect this information' for the number of relevant complaint records
Concern registered	Concern registered
Explanation provided	Explanation provided
Apology provided	Apology provided
Cost refunded/reduced	Cost refunded or reduced
Compensation paid	Compensation paid
Service provided	Service provided
Change in practice/procedure effected	Change in practice/procedure effected
Change in policy effected	Change in policy effected
Counselling and/or performance support and development provided to staff member(s) or contractor(s)	Responsibility acknowledged – staff counsel/development provided
Complaint withdrawn by complainant	Complaint has been withdrawn
Complaint not yet resolved	Not an option in Datix CFM
Agreement not reached	Agreement not reached
Referred to another organisation	Referred to another organisation
Unknown outcome	Unknown outcome
Other, please specify	Other outcomes not stated

<b>4.2 Time taken to resolve complaints</b>	<b>Calculated workday difference between Date received by organisation and Replied date done (resolution on same day = day 0)</b>
Did the provider collect this information?	Nil response
0-15 days	0-15 days
16-30 days	16-30 days
31-60 days	31-60 days
61-90 days	61-90 days
91-120 days	91-120 days
121-150 days	121-150 days
151-180 days	151-180 days
181-210 days	181-210 days
211+ days	211+ days
Complaint not yet resolved	As there is no way of knowing whether a complaint has erroneously been left open, no values are reported in this field
Unknown time taken to resolve complaint	Includes all negative values calculated for time taken to resolve complaint. This includes those records where a date of final reply was not entered and therefore may include complaints that have not yet been resolved.

<b>5.1 Complaint categories - Access</b>	<b>Issue Category Tier 1 &amp; 2</b>
Information about access issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Information about access sub-issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Delay in admission or treatment	Delay in admission or treatment
Waiting list delay	Waiting list delay
Staff member or contractor unavailable	Staff member or contractor unavailable
Inadequate resources/lack of service	Inadequate resources/lack of service
Refusal to provide services	Refusal to provide services
Failure to provide advice about transport options	Failure to provide advice about transport options when necessary
Physical access/entry	Physical access/entry



Parking	Parking
Other, please specify	Not an option in Datix CFM

<b>5.2 Complaint categories - Communication</b>	<b>Issue Category Tier 1 &amp; 2</b>
Information about communication issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Information about communication sub-issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Inadequate information about diagnostic testing, treatment procedures and risks	Inadequate medical information provided
Inadequate information about services available	Inadequate information about services available
Misinformation or failure in communication (but not 'failure to consult')	Misinformation or failure in communication (but not 'failure to consult')
Inadequate or inaccurate records	Inadequate/inaccurate personal information in a medical record
Inadequate written communication	Inadequate written communication
Inappropriate verbal/non-verbal communication	Inappropriate verbal/non-verbal communication
Failure to listen to patient/patient representative/carer/family	Failure to listen to patient/patient representative/carer/family
Other, please specify	Not an option in Datix CFM

<b>5.3 Complaint categories – Decision making</b>	<b>Issue Category Tier 1 &amp; 2</b>
Information about decision making issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Information about decision making sub-issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Failure to consult patient/patient representative	Failure to consult and involve in decision-making process
Choice regarding admission as public or private patient	Choice regarding admission as public or private patient
Failure to obtain informed consent	Consent not informed

Consent not obtained	Consent not obtained
Consent invalid	Consent invalid
Other, please specify	Not an option in Datix CFM

<b>5.4 Complaint categories – Quality of clinical care</b>	<b>Issue Category Tier 1 &amp; 2</b>
Information about quality of clinical care issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Information about quality of clinical care sub-issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Inadequate assessment	Inadequate assessment
Inadequate treatment/therapy	Inadequate treatment/therapy
Poor co-ordination of treatment	Poor co-ordination of treatment
Failure to provide safe environment	Failure to provide safe environment
Unnecessary pain and or/delays in pain control	Pain issues
Medication	Medication
Complications after surgical procedure	Post-surgery complications
Complications after non-surgical procedure	Post procedure complications
Inadequate infection control	Inadequate infection control
Patient's test results not followed up	Patient's test results not followed up
Discharge or transfer arrangements	Discharge or transfer arrangements
Refusal to refer or assist to obtain a second opinion	Refusal to refer or assist to obtain a second opinion
Other, please specify	Not an option in Datix CFM

<b>5.5 Complaint categories – Costs</b>	<b>Issue Category Tier 1 &amp; 2</b>
Information about cost issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Information about cost sub-issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all

	complaint records
Inadequate information about costs	Inadequate information about costs
Unsatisfactory billing practice	Unsatisfactory billing practice
Amount charged	Amount charged
Over-servicing	Over-servicing
Private health insurance	Private health insurance and claim handling
Lost property	Lost property
Responsibility for costs and resourcing	Responsibility for costs and resourcing
Other, please specify	Not an option in Datix CFM

<b>5.6 Complaint categories – Rights, respect and dignity</b>	<b>Issue Category Tier 1 &amp; 2</b>
Information about rights, respect and dignity issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Information about rights, respect and dignity sub-issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Patient rights	Consumer rights (WA Public Patients' Hospital Charter)
Inconsiderate service/lack of courtesy	Inconsiderate service/lack of courtesy
Absence of caring	Absence of compassion
Failure to ensure privacy	Failure to ensure privacy
Breach of confidentiality	Breach of confidentiality
Discrimination	Discrimination leading to less favourable health treatment
Failure to comply with the requirements of the Mental Health Act (1996)	Failure to fulfil Mental Health legislation requirements
Translating and interpreting service problems	Translating and interpreting service problems
Certificate or report problems	Certificate or report problems
Denying or restricting access to personal health records	Denying or restricting access to personal health records
Other, please specify	Not an option in Datix CFM

<b>5.7 Complaint categories – Grievances/Complaint Handling</b>	<b>Issue Category Tier 1 &amp; 2</b>
Information about grievance issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Information about grievance sub-issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Response to complaint	Response to complaint
Retaliation or negative outcomes as a result of making a complaint	Retaliation or negative outcomes as a result of making a complaint
Other, please specify	Not an option in Datix CFM

<b>5.8 Complaint categories – Corporate services</b>	<b>Issue Category Tier 1 &amp; 2</b>
Information about corporate services issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Information about corporate services sub-issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Administrative actions	Administrative actions of a hospital/health service
Catering	Catering
Physical surroundings/environment	Physical surroundings/environment
Security	Security
Cleaning – inadequate provision and maintenance of a clean environment	Cleaning/maintenance
Inaccuracy of records	Inaccuracy of records under 5.9 Professional conduct
Other, please specify	Records management

<b>5.9 Complaint categories – Misconduct</b>	<b>Issue Category Tier 1 &amp; 2</b>
Information about misconduct issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Information about misconduct sub-issues not	This is a mandatory question in Datix CFM therefore it should be collected for all

collected/recorded by provider	complaint records
Illegal practices (e.g. abortion, sterilization or euthanasia)	Illegal practices
Physical or mental impairment of health professional	Physical or mental impairment of health professional
Sexual impropriety – behaviour that is sexually demeaning to a patient including comments or gestures	Sexual impropriety
Sexual misconduct	Sexual misconduct
Aggression/assault	Aggression/assault
Unprofessional behaviour (e.g. shouting, swearing, inappropriate comments or gestures)	Unprofessional behaviour
Fraud/illegal practice of a financial nature	Fraud/illegal practice of a financial nature
	Inaccuracy of records
Other, please specify	Not an option in Datix CFM

<b>5.10 Complaint categories – Carers</b>	<b>Issue Category Tier 1 &amp; 2</b>
Information about carers issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Information about carers sub-issues not collected/recorded by provider	This is a mandatory question in Datix CFM therefore it should be collected for all complaint records
Failure to consider the needs of carer	Failure to consider the needs of carer
Failure to consult a carer	Failure to consult a carer
Failure to treat a carer with respect and dignity	Failure to treat a carer with respect and dignity
Failure to address the carer's complaint	Unsatisfactory complaint handling of carer's complaint
Other, please specify	Not an option in Datix CFM

## Data notes

Data notes should accompany the annual submission of complaints data detailing data included in categories not directly aligned with the HaDSCO categories or data reported in the 'Unknown' category for a given field.



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