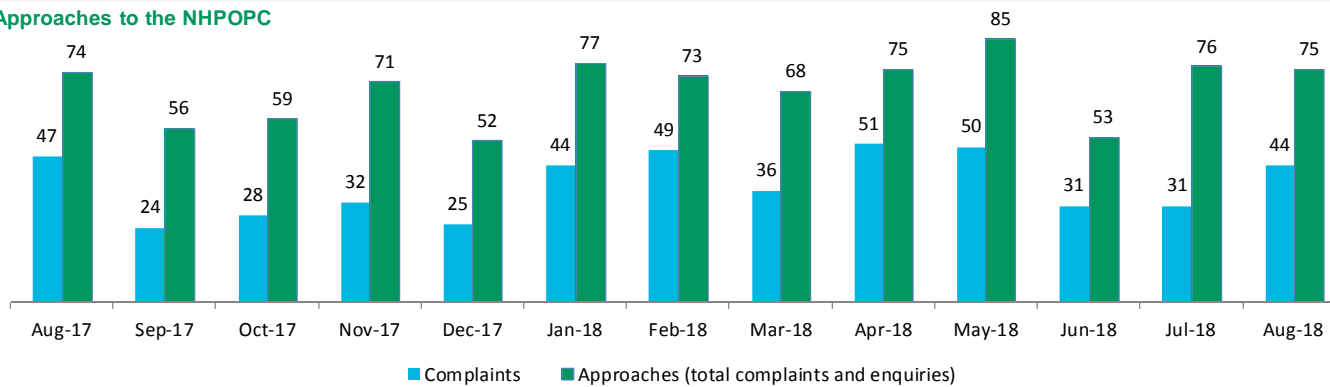


# Monthly complaints report

Reporting period: 1 August 2018 to 31 August 2018

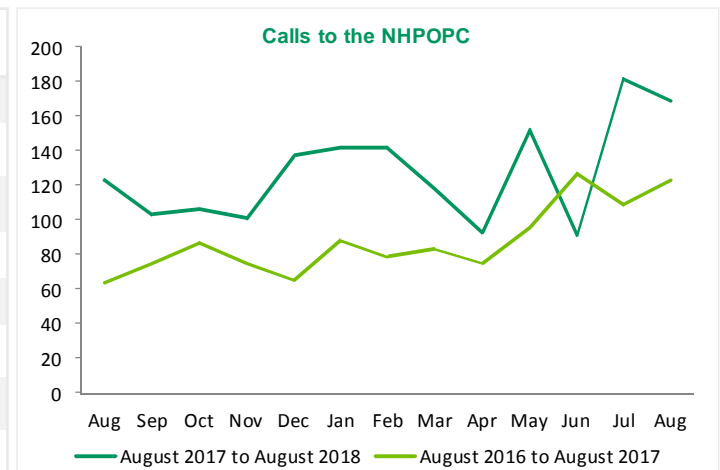
## Approaches to the NHPOPC



Approach	August 2018	July 2018 – August 2018	August 2017	July 2017 – August 2017
Enquiries	31 ↑	76 ↑	27	51
Complaints	44 ↓	75 ↑	47	74
<b>Total</b>	<b>75 ↑</b>	<b>151 ↑</b>	<b>74</b>	<b>125</b>

Complaints by entity	August 2018
AHPRA and Medical Board	17
AHPRA	12
AHPRA and Psychology Board	6
AHPRA and Nursing and Midwifery Board	5
AHPRA and Dental Board	3
Other	1
<b>Total</b>	<b>44</b>

Type of complaint	August 2018
Handling of notification – complaint by notifier	26
Handling of notification – complaint by practitioner	6
Registration process or policy	4
General health regulation concerns	3
Freedom of Information	2
Registration delay	2
Other	1
<b>Total</b>	<b>44</b>



Investigations	August 2018	July 2018 – August 2018
Open investigations	81	n/a
Investigations commenced	29	42
Investigations finalised	9	13
Warm transfers to AHPRA	10	12

Outcomes on investigations	August 2018	July 2018 – August 2018
Further explanation provided to the complainant by the NHPOPC	6	9
Formal comments provided to AHPRA/National Board	3	4
<b>Total</b>	<b>9</b>	<b>13</b>

## Case study

The NHPOPC received a complaint regarding the handling of a notification by AHPRA and the Medical Board of Australia (the Board). The complainant was disappointed with the Board's decision to take no further action in relation to the notification he made about a doctor. He raised concerns about a lack of transparency in his dealings with AHPRA and he also felt that the Board did not consider the supporting evidence he had provided about the matter.

The NHPOPC's investigation found that the management of the notification could have been better. In the NHPOPC's view, the reasons for the Board's decision to take no further action were brief, which led the complainant to believe that the notification had not been given due consideration. When the complainant attempted to discuss this with AHPRA, AHPRA failed to respond to all of his concerns and did not refer him to AHPRA's complaint-handling process.

In order to resolve the complainant's concerns, it was agreed that AHPRA would re-present the entirety of the complainant's notification to the Board, including the additional information he provided after the Board's initial decision was made.