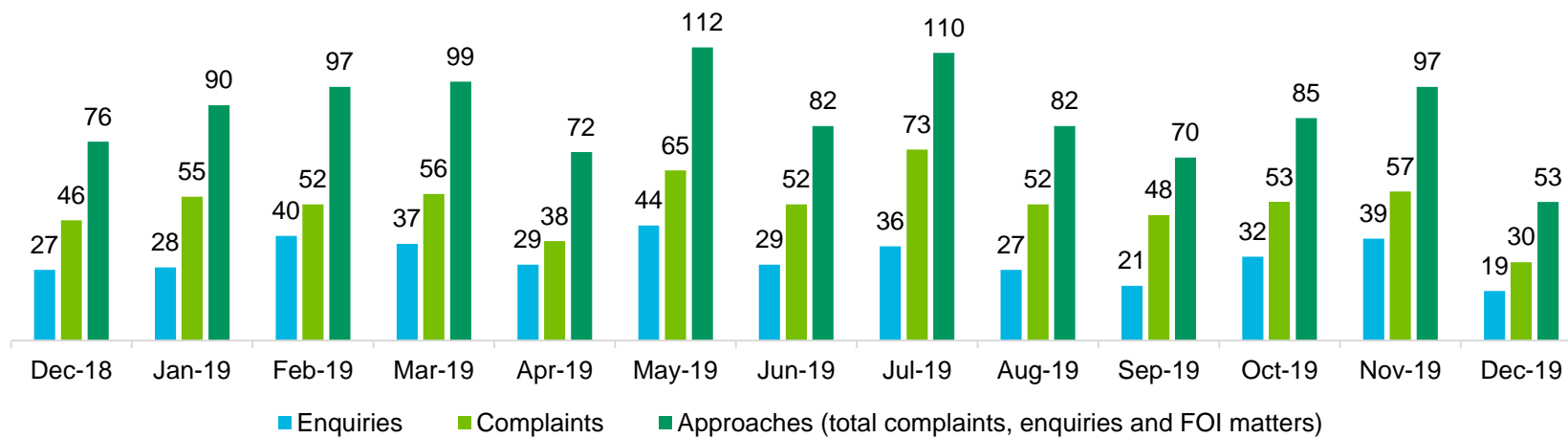


# Monthly complaints report

Reporting period: 1 December 2019 to 31 December 2019

## Approaches to the NHPOPC

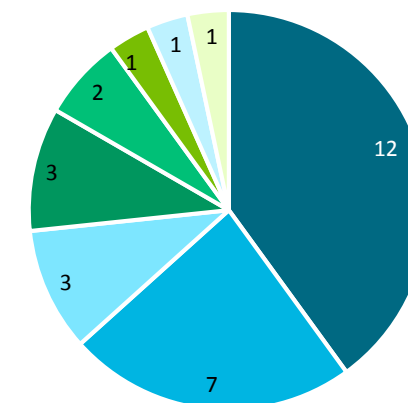


Approach	December 2019	July 2019 – December 2019	December 2018	July 2018 – December 2018
Enquiries	19	↓	174	↓
Complaints	30	↓	313	↑
FOI matters*	4	↓	10	3
<b>Total</b>	<b>53</b>	<b>↓</b>	<b>497</b>	<b>↑</b>

Complaints by profession	December 2019
Medical	17
Nursing	5
Chiropractic	2
Pharmacy	2
Medical Radiation	1
Paramedicine	1
Podiatry	1
Psychology	1
<b>Total</b>	<b>30</b>

Type of complaint	December 2019
Notification – complaint by notifier	13
Registration – process/policy	6
Notification – complaint by practitioner	5
Registration – delay	3
Notification – complaint by general public	1
Other	2
<b>Total</b>	<b>30</b>

## Location of complainant



- Victoria
- Queensland
- New South Wales
- Western Australia
- South Australia
- Australian Capital Territory
- Outside Australia
- Unknown

## Case study

Claire made a notification to Ahpra about a Medical Radiation Practice practitioner and was dissatisfied when the Medical Radiation Practice Board decided to take no further action. She wrote to Ahpra about her belief that the Board's decision was wrong, and then further complained to the NHPOPC after Ahpra told her that it doesn't reply to notifiers after a notification is closed.

As Claire had not yet made a formal complaint to Ahpra's National Complaints Team, we requested her consent to transfer the complaint to Ahpra via our early resolution complaint transfer process. We explained that Ahpra would acknowledge her complaint within two days and respond within 20 days. We also explained that the complaint would remain open with the NHPOPC until Ahpra's response had been received, at which time we would contact her to discuss whether formal investigation was warranted.

Following the transfer, Ahpra provided Claire with a further explanation that assisted her to better understand the Board's decision. Ahpra also advised that it had decided to refer the supporting documentation from her complaint to its Notifications Intake and Assessment Team to see if it was new information that needed to be presented to the Board.

We concluded that this was an appropriate response to Claire's complaint, and telephoned her to discuss why an investigation was not warranted. Claire advised that she was also satisfied with the outcome. We closed Claire's complaint file but assured her that she could return to our office at a later date should she require it.

Investigations	December 2019	July 2019 – December 2019
Open investigations	31	N/A
Investigations commenced	3	56
Investigations finalised	10	82
Early resolution*/Warm transfers to AHPRA	6	96

Outcomes on investigations	December 2019	July 2019 – December 2019
Investigated – explanation provided to complainant by NHPOPC	7	54
Investigated – assisted resolution	0	14
Investigated – s 12(4) comments provided to AHPRA/National Board	3	12
Investigated – apology provided	0	2
<b>Total</b>	<b>10</b>	<b>82</b>