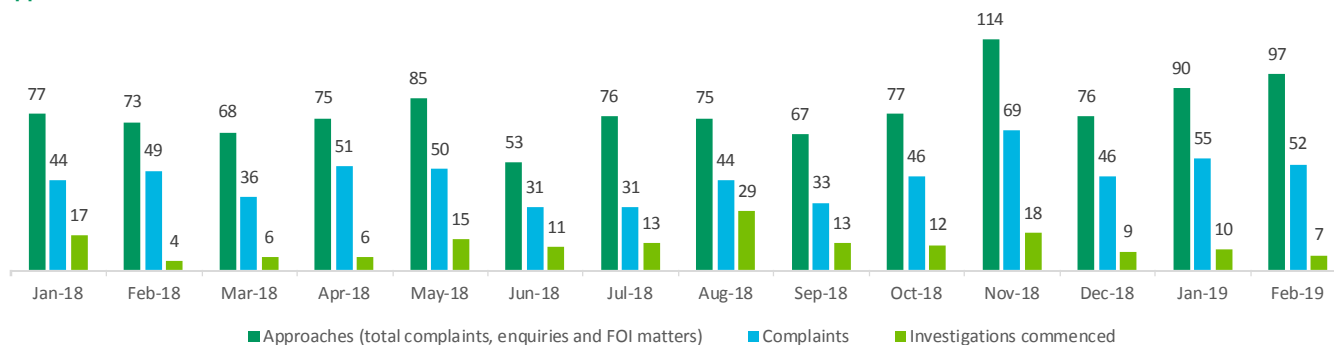


# Monthly complaints report

Reporting period: 1 February 2019 to 28 February 2019

## Approaches to the NHPOPC



Approach	February 2019	July 2018 – February 2019	February 2018	July 2017 – February 2018
Enquiries	40 ↑	281 ↑	24	237
Complaints	52 ↑	376 ↑	49	276
FOI matters*	5	15	–	–
<b>Total</b>	<b>97</b> ↑	<b>672</b> ↑	<b>73</b>	<b>513</b>

\*New function of the NHPOPC as of 1 December 2018

Complaints by entity	February 2019
AHPRA	32
AHPRA and Medical Board	9
AHPRA and Nursing and Midwifery Board	6
AHPRA and Psychology Board	4
AHPRA and Podiatry Board	1
<b>Total</b>	<b>52</b>

Type of complaint	February 2019
Registration delay	22
Handling of notification – complaint by notifier	15
Registration process or policy	6
Breach of privacy/handling of personal information	4
Handling of notification – complaint by general public	2
Handling of notification – complaint by practitioner	2
Other	1
<b>Total</b>	<b>52</b>

Freedom of Information matters	February 2019
Section 15AB – Extension of time application (to process a complex or voluminous request)	3
Section 54M – Application for review – access grant decision	1
Section 54C – Application for review – internal review decision	1
<b>Total</b>	<b>5</b>

Investigations	February 2019	July 2018 – February 2019
Open investigations	85	n/a
Investigations commenced	7	111
Investigations finalised	7	83
Warm transfers to AHPRA	28	113

Outcomes on investigations	February 2019	July 2018 – February 2019
Further explanation provided to the complainant by the NHPOPC	4	52
Formal comments provided to AHPRA/National Board	3	26
Assisted resolution	–	5
<b>Total</b>	<b>7</b>	<b>83</b>

## Case study

The NHPOPC received a complaint from a graduate concerning AHPRA and the Nursing and Midwifery Board of Australia's (the Board's) handling of her application for registration as a nurse. The complainant experienced significant delays in the processing of her application as the Board was unable to verify that she satisfied the English Language Skills Registration Standard because she was home-schooled. The complainant advised the NHPOPC that she would lose a graduate nursing position if her application was not finalised by the end of the month.

With consent from the complainant, the NHPOPC transferred the complaint to AHPRA for resolution (under the 'warm transfer' arrangements). As a result of the warm transfer, the complainant advised the NHPOPC that her registration was granted in just over 24 hours of the transfer taking place, and she thanked the NHPOPC for the quick resolution of her complaint. This outcome highlights the importance of the warm transfer process in reconnecting AHPRA and complainants in circumstances where we believe AHPRA may be able to resolve a concern quickly and effectively.