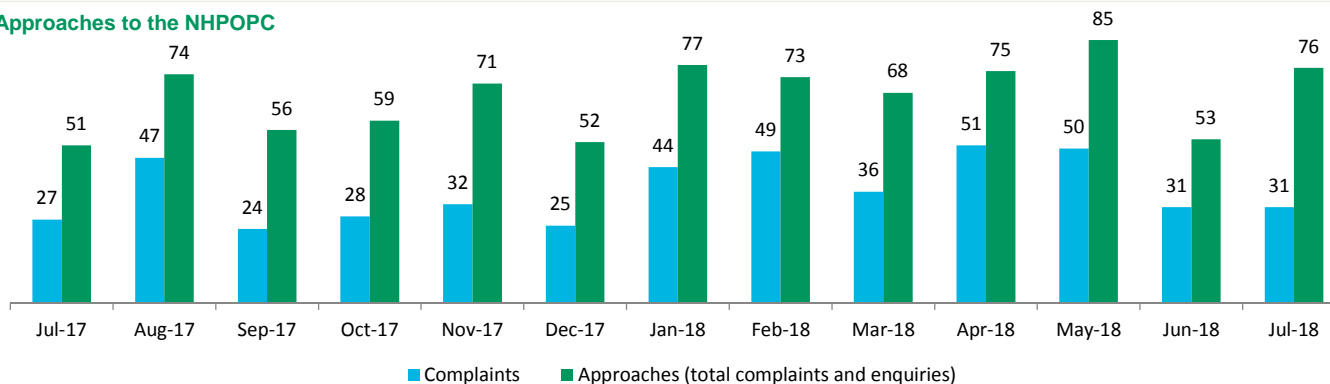


Monthly complaints report

Reporting period: 1 July 2018 to 31 July 2018

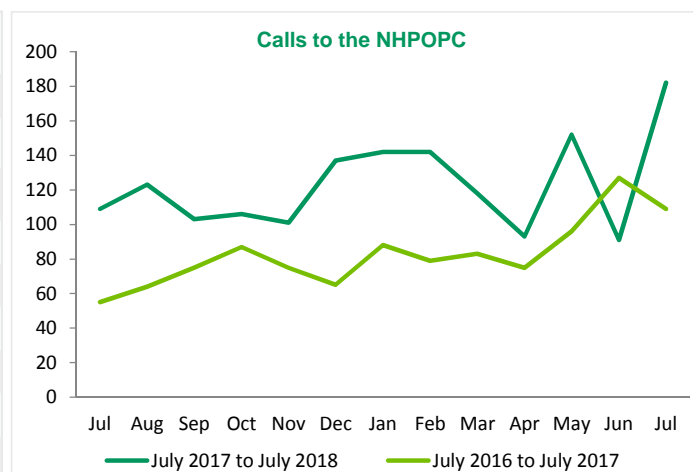
Approaches to the NHPOPC



Approach	July 2018	July 2017
Enquiries	45 ↑	24
Complaints	31 ↑	27
Total	76 ↑	51

Complaints by entity	July 2018
AHPRA and Medical Board	22
AHPRA	5
AHPRA and Nursing and Midwifery Board	3
AHPRA and Psychology Board	1
Total	31

Type of complaint	July 2018
Handling of notification – complaint by notifier	21
Handling of notification – complaint by practitioner	3
Freedom of Information	2
Breach of privacy/handling of information	1
General health regulation concerns	1
Handling of notification – complaint by general public	1
Registration delay	1
Registration process or policy	1
Total	31



Investigations	July 2018
Open investigations	66
Investigations commenced	13
Investigations finalised	4
Warm transfers to AHPRA	2

Outcomes on investigations	July 2018
Further explanation provided to the complainant by the NHPOPC	3
Formal comments provided to AHPRA/National Board	1
Total	4

Case study

The NHPOPC received a complaint from a practitioner regarding the handling of multiple notifications. The complainant felt that there was an unreasonable delay in finalising the matter and that AHPRA failed to provide meaningful progress updates.

The NHPOPC's investigation established that AHPRA could have been clearer in its communication with the complainant. AHPRA failed to provide accurate information to the complainant regarding the status of the matter, which created an expectation that the matter would be considered by the relevant Board on an earlier date to that which eventuated.

The NHPOPC provided formal comments to AHPRA emphasising the importance of providing accurate information about the status of investigations. In response, AHPRA advised that it has undertaken a number of actions in order to address concerns about its communication, including introducing call-handling guides for staff to manage discussions during the initial stages of a notification, and training staff on the experience of notifiers and practitioners during the notifications process.