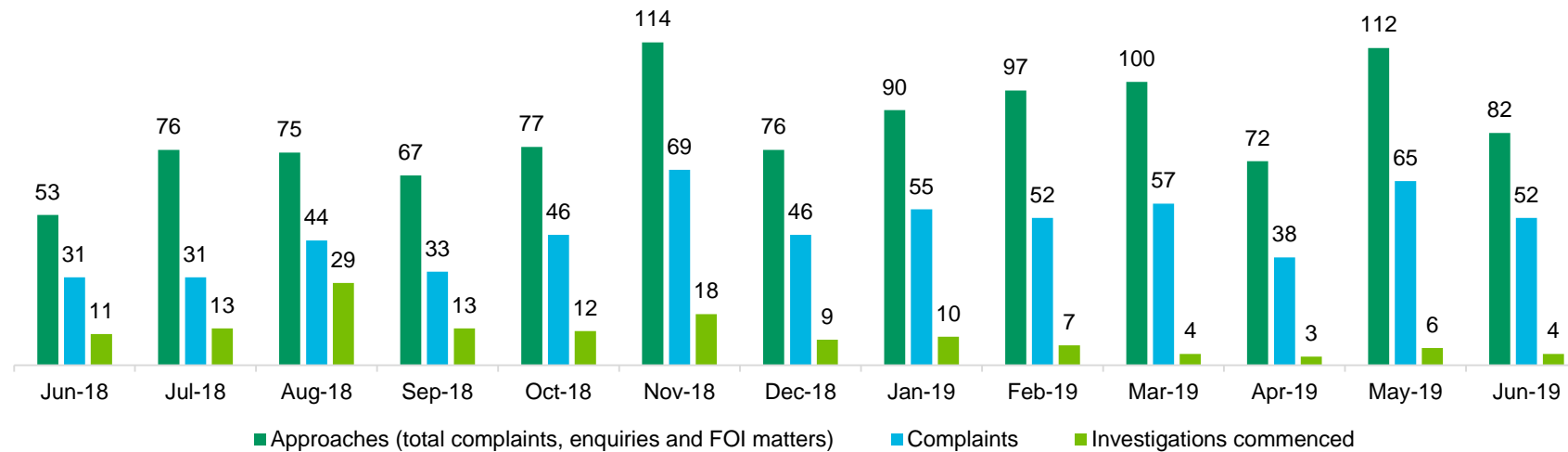


Monthly complaints report

Reporting period: 1 June 2019 to 30 June 2019

Approaches to the NHPOPC

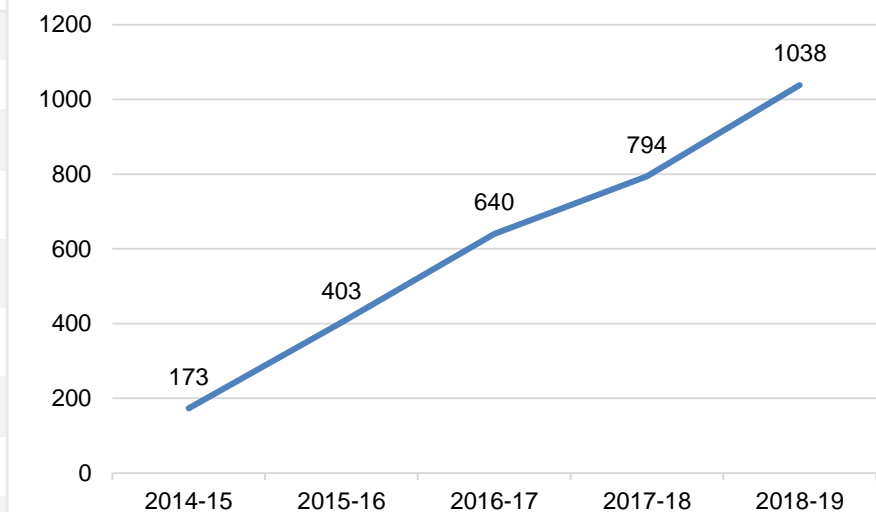


Approach	June 2019	July 2018 – June 2019	June 2018	July 2017 – June 2018
Enquiries	29 ↑	420 ↑	22	350
Complaints	52 ↑	588 ↑	31	444
FOI matters	0	29	–	–
Data breach notifications	1	1	–	–
Total	82 ↑	1038 ↑	53	794

Complaints by profession	June 2019
Medical	18
Nursing	15
Psychology	4
Dental	3
Unknown	3
Medical Radiation Practice	2
Occupational Therapy	2
Pharmacy	2
Podiatry	2
Paramedicine	1
Total	52

Type of complaints	June 2019
Handling of notification – complaint by notifier	18
Registration – delay	16
Registration – process or policy	8
Handling of notification – complaint by a practitioner	5
Handling of notification – complaint by member of public	2
Breach of privacy/Handling of personal information	1
Other	1
Registration – fees	1
Total	52

Approaches to the NHPOPC since 2014–15



Investigations	June 2019	July 2018 – June 2019
Open investigations	57	n/a
Investigations commenced	4	128
Investigations finalised	4	128
Warm transfers to AHPRA	20	211

Outcomes on investigations	June 2019	July 2018 – June 2019
Further explanation provided to the complainant by the NHPOPC	3	73
Formal comments provided to AHPRA/National Board	1	44
Assisted resolution	0	11
Total	4	128

Case study

Louise is a registered health practitioner who transitioned from provisional registration to general registration outside of the annual registration cycle. Louise raised concerns that AHPRA refused to refund the 'unused' portion of the registration fees she had paid, even though she did not hold both types of registration for a full annual cycle.

After investigating Louise's complaint, we suggested that AHPRA better articulate the principles underpinning why practitioners are required to pay registration fees and consider whether the ability to issue partial refunds of registration fees should be more broadly applied. We also suggested that AHPRA make a refunds policy publicly available.

AHPRA agreed to review its current refunds policy and will publish the revised policy on its website.