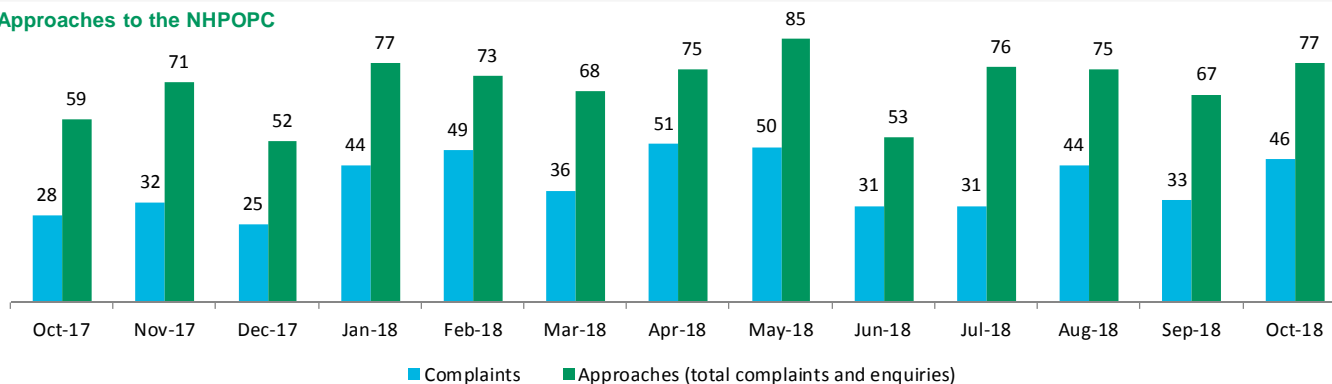


Monthly complaints report

Reporting period: 1 October 2018 to 31 October 2018

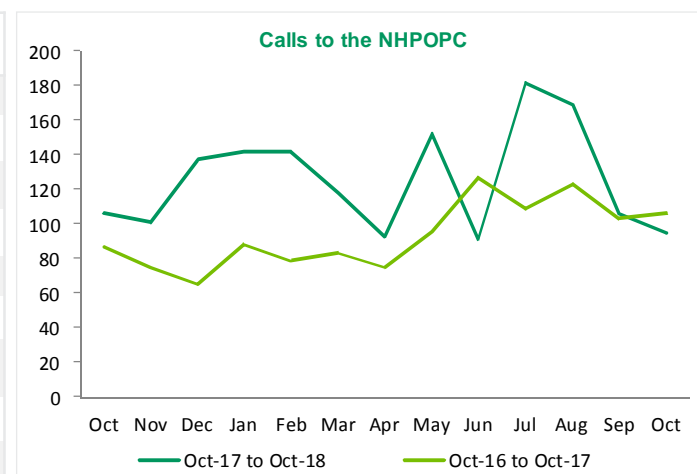
Approaches to the NHPOPC



Approach	October 2018	July 2018 – October 2018	October 2017	July 2017 – October 2017
Enquiries	31	141 ↑	31	114
Complaints	46 ↑	154 ↑	28	126
Total	77 ↑	295 ↑	59	240

Complaints by entity	October 2018
AHPRA	20
AHPRA and Medical Board	12
AHPRA and Nursing and Midwifery Board	5
AHPRA and Psychology Board	5
AHPRA and Dental Board	3
AHPRA and Physiotherapy Board	1
Total	46

Type of complaint	October 2018
Handling of notification – complaint by notifier	21
Handling of notification – complaint by practitioner	9
Registration delay	6
Registration process or policy	3
Breach of privacy/handling of information	2
Freedom of Information	2
Registration fees	2
Other	1
Total	46



Investigations	October 2018	July 2018 – October 2018
Open investigations	78	n/a
Investigations commenced	10	65
Investigations finalised	13	44
Warm transfers to AHPRA	11	30

Outcomes on investigations	October 2018	July 2018 – October 2018
Further explanation provided to the complainant by the NHPOPC	9	29
Formal comments provided to AHPRA/National Board	3	12
Assisted resolution	1	3
Total	13	44

Case study

The NHPOPC recently provided formal comments to AHPRA regarding the quality of its communication with a complainant.

The NHPOPC received a complaint about the handling of a statutory offence matter. The complainant felt that there was poor communication on AHPRA's part, as well as unreasonable delays in the processing of her complaint.

The NHPOPC's investigation found that AHPRA's communication with the complainant was inadequate. AHPRA failed to update the complainant about the status of her matter and did not provide her with any indication of when she would receive progress updates (which would have negated the need for her to continually contact AHPRA for information). AHPRA also failed to refer her to its formal complaint-handling process when she expressed dissatisfaction about the lack of communication.

In response to the NHPOPC's comments, AHPRA advised that it has implemented a new process for handling statutory offence complaints that will significantly improve the manner in which AHPRA communicates with complainants.