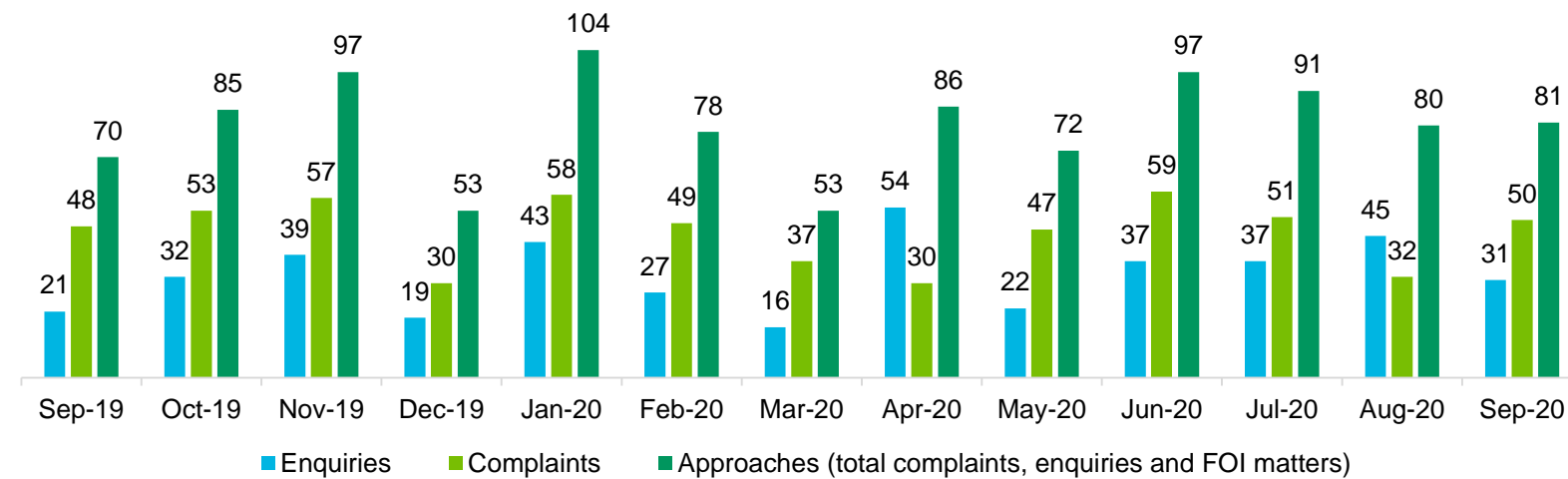


# Monthly complaints report

Reporting period: 1 September 2020 to 30 September 2020

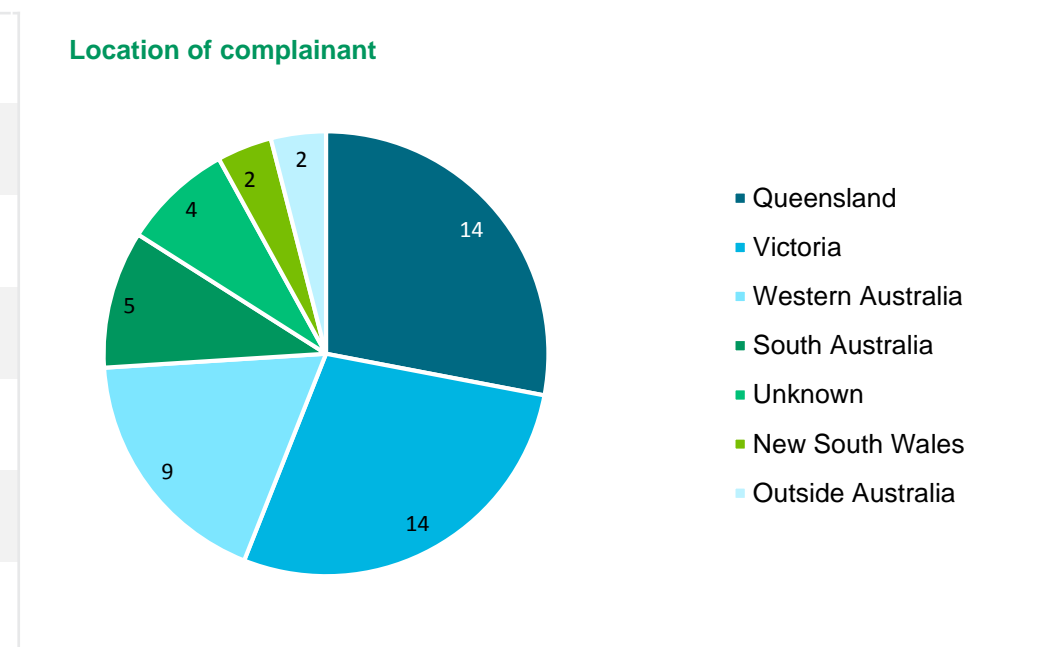
## Approaches to the NHPOPC



Approach	September 2020	July 2020 – September 2020	September 2019	July 2019 – September 2019
Enquiries	31	↑ 111	21	↑ 84
Complaints	50	↑ 134	48	↓ 174
FOI matters	0	↓ 6	1	— 6
<b>Total</b>	<b>81</b>	<b>↑ 251</b>	<b>70</b>	<b>↓ 263</b>

Complaints by profession	September 2020
Medical	27
Psychology	12
Nursing	5
Dental	3
Chiropractic	2
Unknown	1
<b>Total</b>	<b>50</b>

Primary complaint issue	September 2020
Handling of notification	24
Handling of registration matter	15
Customer service or complaint handling	8
Handling of accreditation matter	2
Handling of statutory offence matter	1
<b>Total</b>	<b>50</b>



Investigations	September 2020	July 2020 – September 2020
Open investigations	55	N/A
Investigations commenced	6	31
Investigations finalised	5	20
Early resolution transfers to Ahpra	14	32

Investigation outcomes	September 2020	July 2020 – September 2020
Further explanation provided to complainant	5	19
Apology provided to complainant by Ahpra	0	1
<b>Total</b>	<b>5</b>	<b>20</b>

### Case study

Allen telephoned the NHPOPC in relation to a delay in the processing of his application to return to practice as a nurse. He told the NHPOPC that after waiting for approximately one year, the Nursing and Midwifery Board was now proposing to refuse his application because 10 years had passed since he last practised as a nurse.

Allen advised that he had until the end of the month to provide a response to Ahpra about the Board's proposed decision. We also established that Allen had not yet raised his concerns about the delay in the processing of his application with Ahpra's National Complaints Team.

For these reasons, we declined to take Allen's complaint further. We advised Allen that he should provide a response to Ahpra about the Board's proposed decision and explained that he could return to the NHPOPC once a decision about his application was finalised. Allen thanked us for the advice.