Monthly complaints report

Reporting period: 1 August 2020 to 31 August 2020
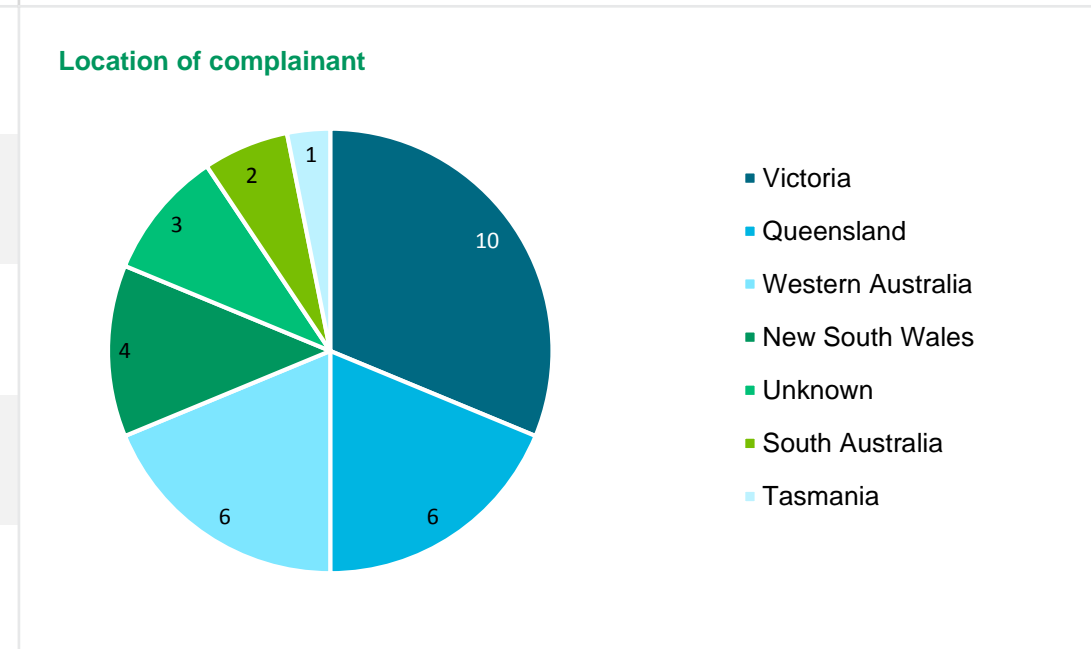
National Health Practitioner **Ombudsman and Privacy Commissioner**

Approaches to the NHPOPC

Legend: ■ Enquiries ■ Complaints ■ Approaches (total complaints, enquiries and FOI matters)
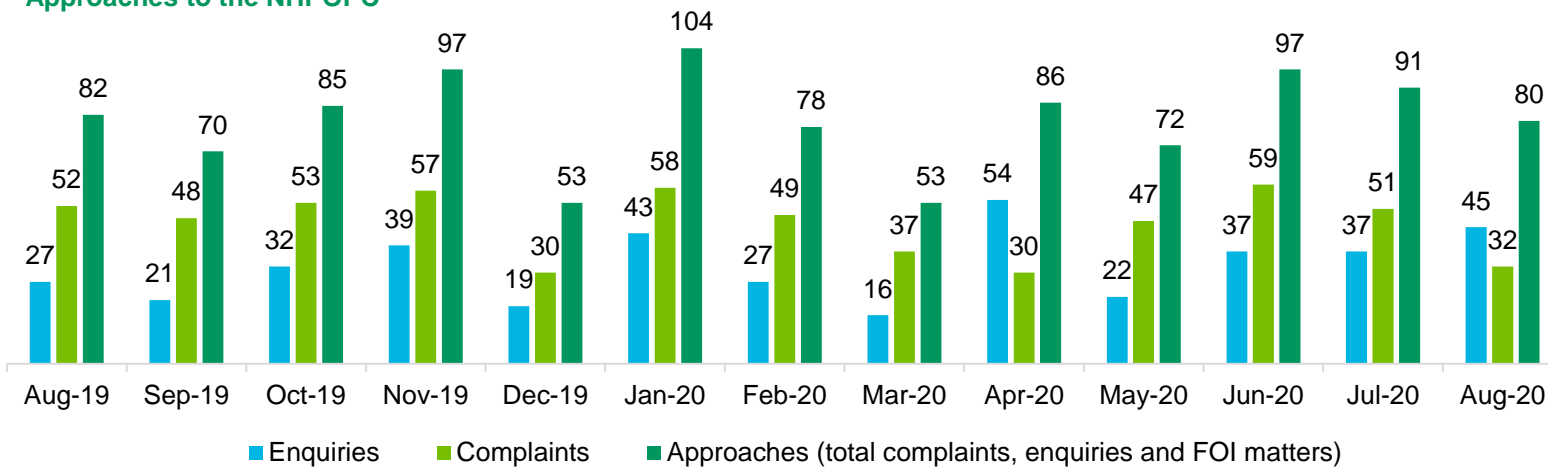
Approach	August 2020		July 2020 – August 2020		August 2019	July 2019 – August 2019
Enquiries	45	↑	82	↑	27	63
Complaints	32	↓	83	↓	53	126
FOI matters	3	—	6	↑	3	4
Total	**80**	↓	**171**	↓	**83**	**193**

Profession complaint relates to

Profession complaint relates to	August 2020
Medical	14
Dental	6
Nursing	5
Psychology	4
Physiotherapy	2
Podiatry	1
Total	**32**

Primary complaint issue

Primary complaint issue	August 2020
Handling of a notification	19
Handling of a registration matter	12
Other concern	1
Total	**32**

Location of complainant

Legend:
- ■ Victoria — 10
- ■ Queensland — 6
- ■ Western Australia — 6
- ■ New South Wales — 4
- ■ Unknown — 3
- ■ South Australia — 2
- ■ Tasmania — 1

Investigations

Investigations	August 2020	July 2020 – August 2020
Open investigations	52	N/A
Investigations commenced	11	25
Investigations finalised	5	15
Early resolution transfers to Ahpra	9	18

Investigation outcomes

Investigation outcomes	August 2020	July 2020 – August 2020
Further explanation provided to complainant	5	14
Apology provided to complainant by Ahpra	0	1
Total	**5**	**15**

Our new case management system

August 2020 marks a significant moment in the history of the NHPOPC, with the implementation of our long-awaited case management system (CMS).

Custom built by a software development company that is renowned for its work in the complaint-handling sector, the NHPOPC's new CMS delivers:
- enhanced mechanisms for capturing and classifying approaches to our office and what we do in response to them
- clear process workflows to guide staff and enable consistent case management
- automated reminders regarding key actions for staff
- secure document and data capture, storage and retrieval
- a powerful tool for creating and generating reports to track complaint trends.

We will be undertaking a program of data migration over the coming months to transfer some information from our existing records into our new CMS. Once this program is complete, we expect to make modifications to the structure of this report to capitalise on our enhanced reporting capabilities.

Please note: our data is subject to change due to ongoing investigations and quality assurance activities. If you have a question about our data, please contact us on 1300 795 265 or by email via complaints@nhpopc.gov.au.