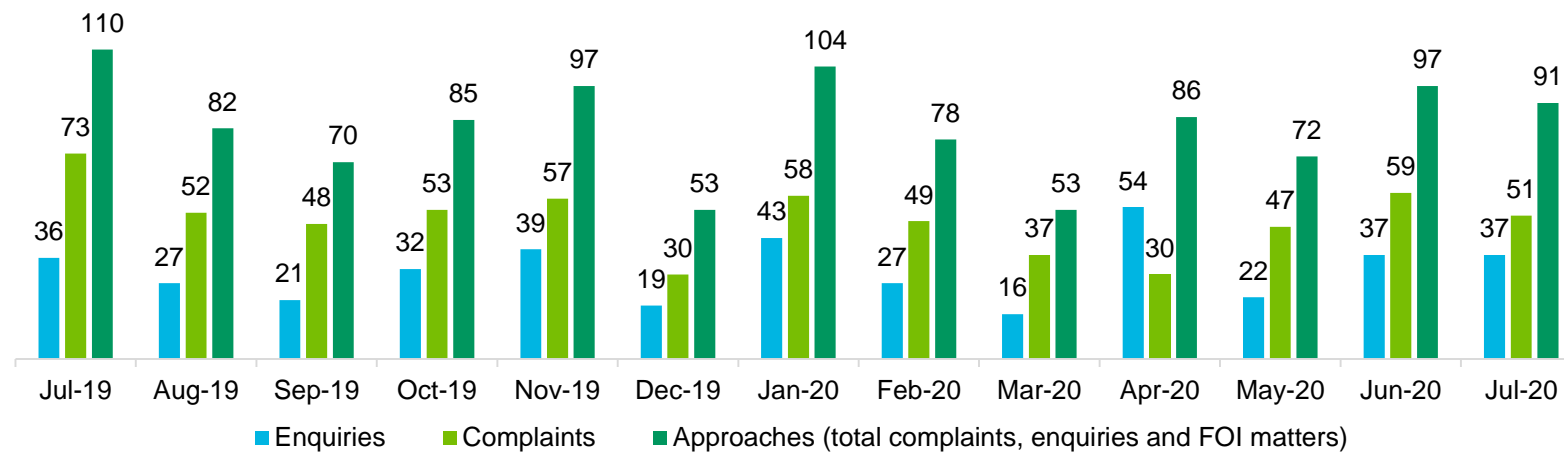


Monthly complaints report

Reporting period: 1 July 2020 to 31 July 2020

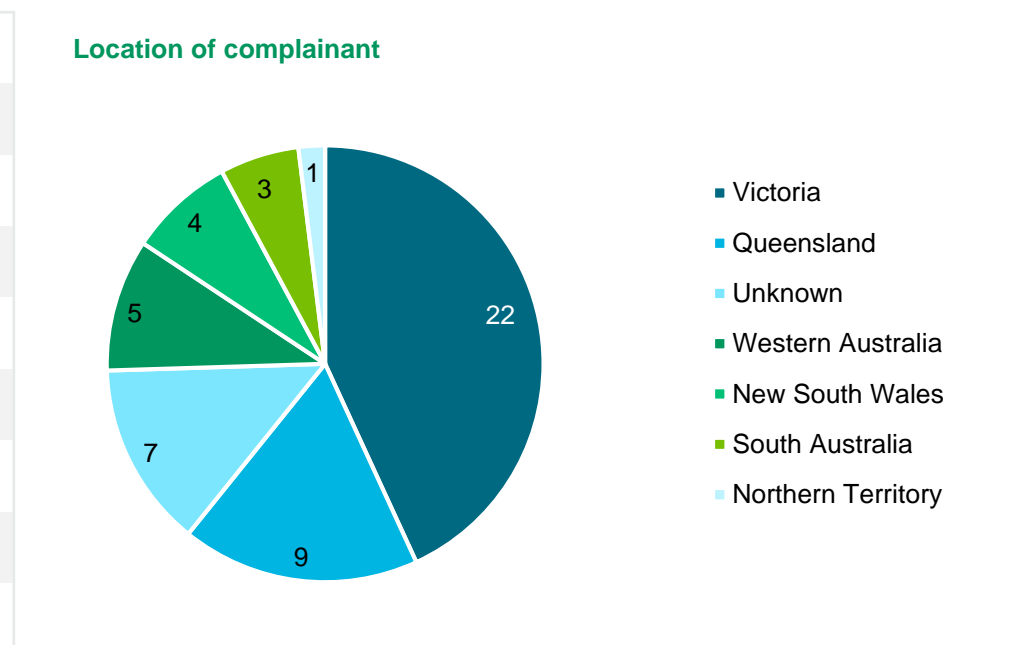
Approaches to the NHPOPC



Approach	July 2020	July 2019
Enquiries	37	36
Complaints	51	73
FOI matters	3	1
Total	91	110

Complaints by profession	July 2020
Medical	32
Nursing	8
Psychology	5
Dental	3
Chinese Medicine	1
Pharmacy	1
Physiotherapy	1
Total	51

Type of complaint	July 2020
Notification – complaint by notifier	26
Registration – process/policy	10
Registration – delay	8
Notification – complaint by practitioner	3
Notification – complaint by general public	2
Freedom of Information	1
General health regulation concerns	1
Total	51



Investigations	July 2020
Open investigations	46
Investigations commenced	14
Investigations finalised	10
Early resolution transfers to Ahpra	6

Outcomes on investigations	July 2020
Investigated – explanation provided by NHPOPC	9
Investigated – apology provided	1
Total	10

Case study

Ingrid made a complaint to us about Ahpra’s handling of her application for registration as a health practitioner.

Ingrid explained that Ahpra could not locate a Certificate of Good Standing that she had arranged to be forwarded to Ahpra in support of her application. Ingrid was frustrated because delivery tracking records showed that the certificate had been successfully delivered to Ahpra.

We decided to investigate Ingrid’s complaint. While we were unable to determine why the certificate was misplaced, we concluded that Ahpra had adequate practices in place for managing incoming mail and that Ingrid’s experience appeared to be an isolated incident.

We resolved Ingrid’s complaint by committing to monitor the issue. Ahpra also issued an apology to Ingrid for the stress and inconvenience caused by the missing certificate.