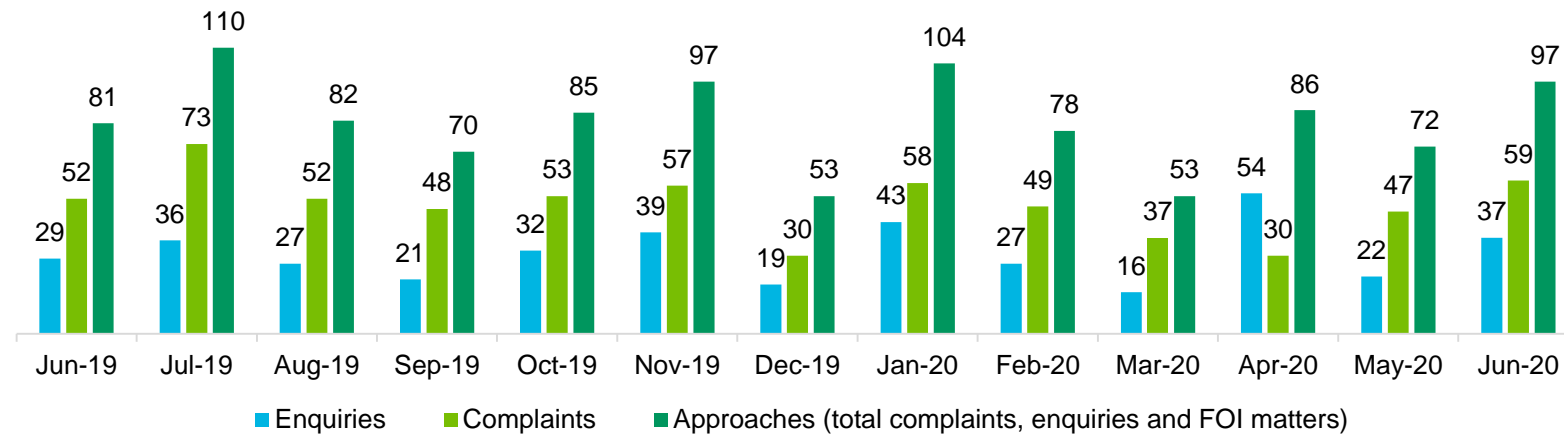


Monthly complaints report

Reporting period: 1 June 2020 to 30 June 2020

Approaches to the NHPOPC

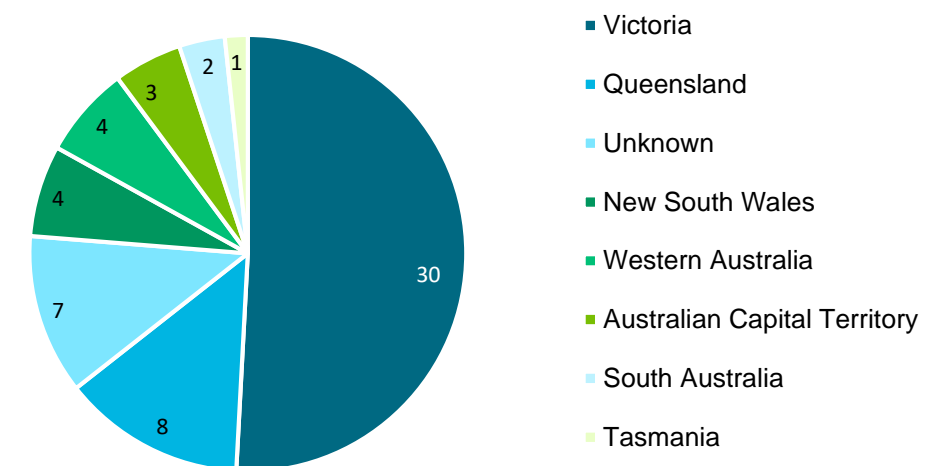


Approach	June 2020	July 2019 – June 2020	June 2019	July 2018 – June 2019		
Enquiries	37	↑	373	↓	29	420
Complaints	59	↑	594	↑	52	587
FOI matters	1	↑	21	↓	0	29
Total	97	↑	987	↓	81	1036

Complaints by profession	June 2020
Medical	26
Dental	15
Nursing	7
Psychology	5
Pharmacy	3
Paramedicine	2
Medical Radiation	1
Total	59

Type of complaint	June 2020
Notification – complaint by notifier	37
Registration – delay	8
Registration – process/policy	7
Notification – complaint by practitioner	5
Accreditation	1
Freedom of Information	1
Total	59

Location of complainant



Investigations	June 2020	July 2019 – June 2020
Open investigations	42	N/A
Investigations commenced	10	115
Investigations finalised	2	131
Early resolution*/Warm transfers to Ahpra	11	162

*Early resolution transfer process commenced 1 September 2019, replacing warm transfers

Outcomes on investigations	June 2020	July 2019 – June 2020
Investigated – explanation provided by NHPOPC	1	83
Investigated – s 12(4) comments provided	1	24
Investigated – assisted resolution	-	21
Investigated – apology provided	-	2
Investigated – policy or process changed	-	1
Total	2	131

Case study

After falling ill, George decided to retire and he called Ahpra to talk about surrendering his registration as a medical practitioner. During the phone call, George was told that Ahpra could organise a partial refund of the annual registration fee he had paid several months before.

George later contacted the NHPOPC after Ahpra advised he was not eligible for a partial refund of the fee. George was confused about the conflicting advice he had been given.

We liaised with Ahpra about George's concerns. Ahpra subsequently explained to George that it could consider a partial refund on compassionate grounds. After providing further information to Ahpra about his individual circumstances, Ahpra agreed that it was appropriate to refund a portion of the registration fee George had paid based on the date he surrendered his registration.

George was happy with this outcome. In addition, the NHPOPC will continue to work with Ahpra to improve its communication about fees and refunds.