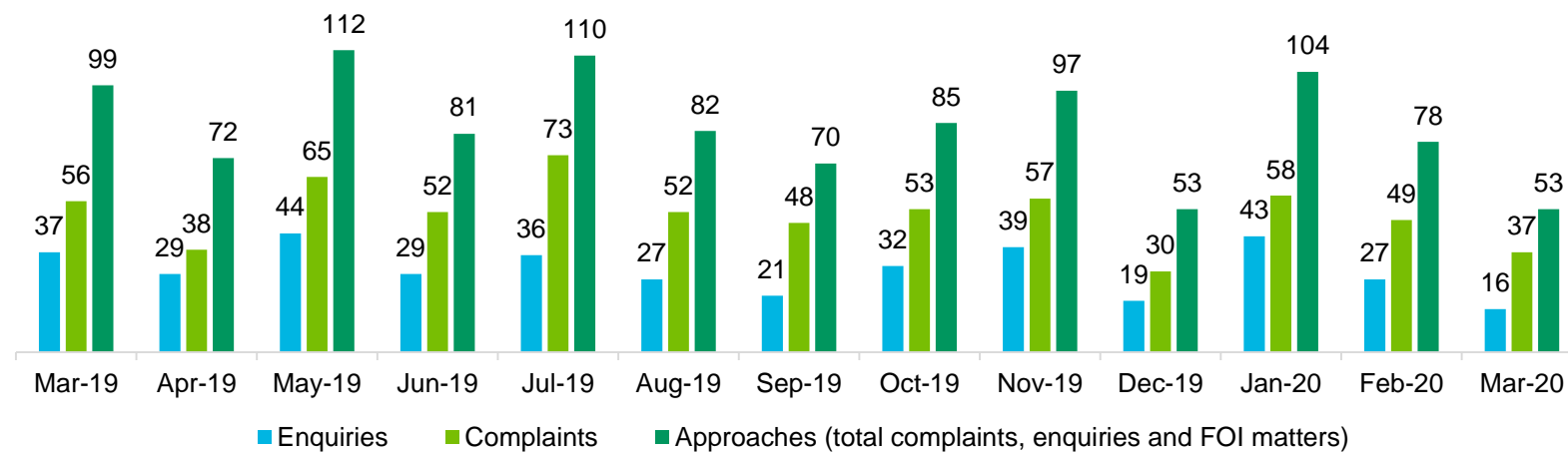


# Monthly complaints report

Reporting period: 1 March 2020 to 31 March 2020

## Approaches to the NHPOPC

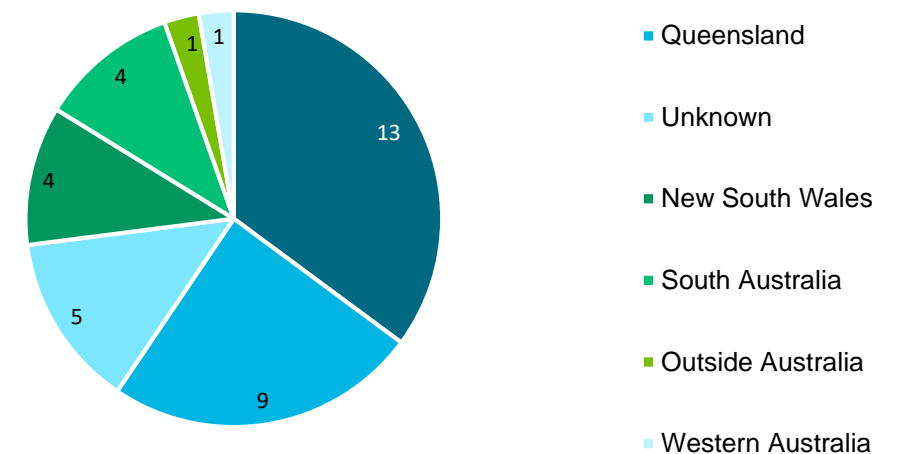


Approach	March 2020	July 2019 – March 2020	March 2019	July 2018 – March 2019
Enquiries	16	↓	260	318
Complaints	37	↓	458	432
FOI matters	0	↓	15	21
<b>Total</b>	<b>53</b>	<b>↓</b>	<b>733</b>	<b>771</b>

Complaints by profession	March 2020
Medical	19
Nursing	9
Psychology	4
Pharmacy	2
Dental	1
Paramedicine	1
Podiatry	1
<b>Total</b>	<b>37</b>

Type of complaint	March 2020
Notification – complaint by notifier	18
Registration – process/policy	11
Registration – delay	5
Freedom of Information	1
Notification – complaint by practitioner	1
Other	1
<b>Total</b>	<b>37</b>

## Location of complainant



## Case study

Jenny applied for provisional registration. When her application was approved, Ahpra explained that she was required to apply to participate in a Supervised Practice Program (SPP). Although Jenny had not yet been approved to participate in the SPP, she commenced supervised practice.

More than two months later, Ahpra contacted Jenny to advise that her application for the SPP was incomplete. Jenny returned the required information and her application was approved by Ahpra the following day.

Jenny asked Ahpra and the relevant Board to consider whether the two month period in which she practised without approval could be recognised for the purposes of the SPP. This was important to Jenny as she would otherwise be out-of-sync with her peers in the SPP.

The Board refused Jenny's request. Jenny complained to the NHPOPC that this was an unfair outcome, as it did not take into account Ahpra's delay in recognising that her application to participate in the SPP was incomplete. The NHPOPC investigated Jenny's complaint. The NHPOPC formed the view that, while Ahpra contributed to the delay in processing Jenny's application, it was open to the Board to exclude the unapproved period from the recognised supervised practice under the SPP.

Investigations	March 2020	July 2019 – March 2020
Open investigations	45	N/A
Investigations commenced	16	94
Investigations finalised	13	107
Early resolution*/Warm transfers to Ahpra	9	136

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

Outcomes on investigations	March 2020	July 2019 – March 2020
Investigated – s 12(4) comments provided	7	23
Investigated – explanation provided by NHPOPC	4	64
Investigated – assisted resolution	2	18
Investigated – apology provided	0	2
<b>Total</b>	<b>13</b>	<b>107</b>