

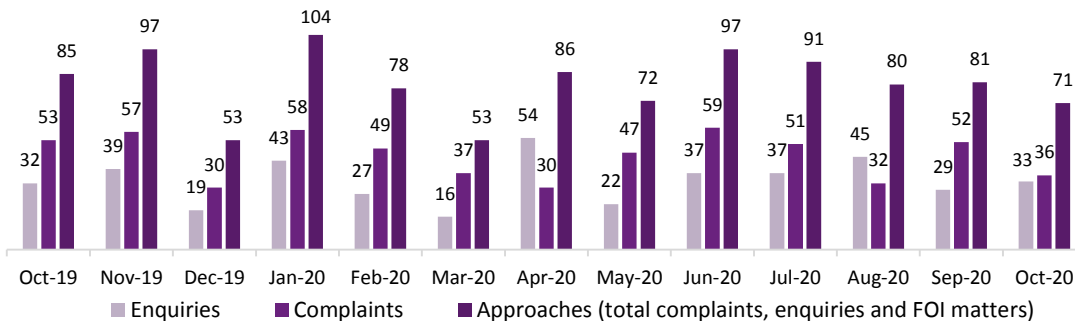
# Monthly complaints report

Reporting period: 1 October 2020 to 31 October 2020



National Health Practitioner Ombudsman

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@nhpo.gov.au](mailto:complaints@nhpo.gov.au).

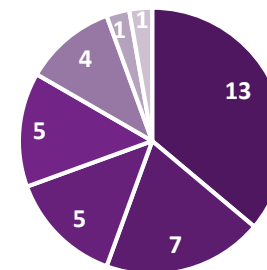


Approach	Oct 2020	Jul – Oct 2020	Oct 2019	Jul – Oct 2019
Enquiries	33	144	32	116
Complaints	36	173	53	227
FOI matters	2	8	0	5
<b>Total</b>	<b>71</b>	<b>325</b>	<b>85</b>	<b>348</b>

Complaints by profession	Oct 2020
Medical	12
Nursing	8
Psychology	8
Paramedicine	2
Chiropractic	1
Pharmacy	1
Podiatry	1
Unknown or not related to a profession	3
<b>Total</b>	<b>36</b>

Primary complaint issue	Oct 2020
Handling of a notification	25
Handling of a registration matter	8
Customer service concern	2
Complaint handling concern	1
<b>Total</b>	<b>36</b>

### Location of complainant



- Victoria
- Queensland
- Western Australia
- Unknown
- South Australia
- New South Wales
- Australian Capital Territory

Investigations	Oct 2020	Jul – Oct 2020
Open investigations	70	N/A
Investigations commenced	11	55
Investigations finalised	8	28
Early resolution transfers	5	37

Investigation outcomes	Oct 2020	Jul – Oct 2020
Further explanation provided to complainant	7	26
Assisted resolution	1	1
Apology provided to complainant by Ahpra	0	1
<b>Total</b>	<b>8</b>	<b>28</b>

### Launch of new NHPO website and visual identity

Following the momentous ten-year anniversary of the National Registration and Accreditation Scheme, we updated our website and visual identity to better share who we are and how we can help.

Our new website has been designed to help our diverse community navigate the complex health practitioner regulation space. It features new content about how we can help and an online form to make it easier to contact us. Visit: [www.nhpo.gov.au](http://www.nhpo.gov.au).

Our new name is the office of the National Health Practitioner Ombudsman. Our shortened name is easier to remember and say. We continue to accept complaints to the National Health Practitioner Privacy Commissioner.

**OFFICIAL**