

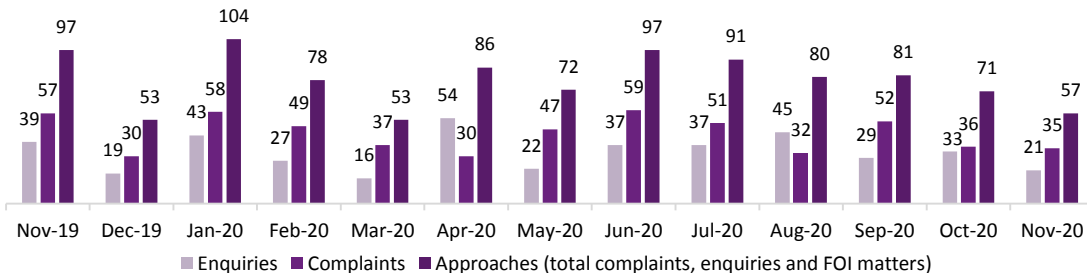
Monthly complaints report

Reporting period: 1 November 2020 to 30 November 2020



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.

Approaches to the NHPO



Approach	Nov 2020	Jul – Nov 2020	Nov 2019	Jul – Nov 2019
Enquiries	21 ↓	165 ↑	39	155
Complaints	35 ↓	208 ↓	57	284
FOI matters	1 —	9 ↑	1	6
Total	57 ↓	382 ↓	97	445

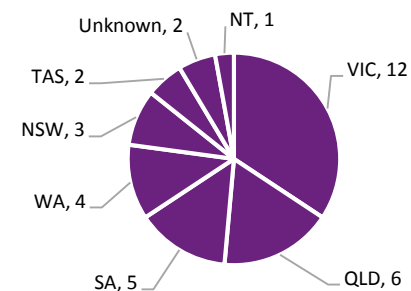
Complaints by profession	Nov 2020
Medical	20
Nursing	5
Psychology	3
Chiropractic	2
Midwifery	2
Chinese Medicine	1
Dental	1
Pharmacy	1
Total	35

Primary complaint issue	Nov 2020
Handling of a notification	20
Handling of a registration matter	12
Customer service concern	3
Total	35

Investigations	Nov 2020	Jul – Nov 2020
Open investigations	79	N/A
Investigations commenced	14	69
Investigations finalised	5	33
Early resolution transfers	14	51

Investigation outcomes	Nov 2020	Jul – Nov 2020
Further explanation to complainant	2	28
Formal comments to Ahpra	3	3
Assisted resolution	0	1
Apology provided by Ahpra	0	1
Total	5	33

Location of complainant



How many individuals made complaints?

The NHPO opens a complaint file for each regulatory matter that a person complains about. For example, if a person complains about the handling of 3 notifications, we record 3 complaints. We take this approach because the concerns raised about the handling of each regulatory matter are often different and there is potential for different outcomes.

Complaints about multiple regulatory matters are more commonly made by notifiers. However, practitioners who have been the subject of multiple notifications have also made these types of complaints to the NHPO.

During November 2020, the NHPO received 35 complaints from 31 individuals.