

# Monthly complaints report

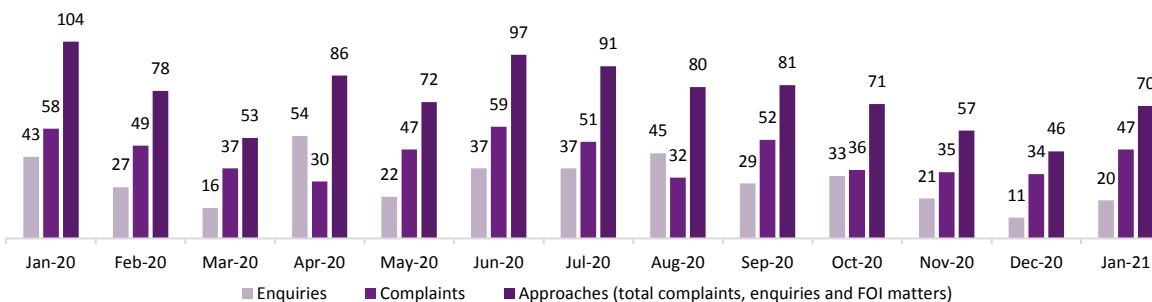
Reporting period: 1 January 2021 to 31 January 2021



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).

## Approaches to the NHPO

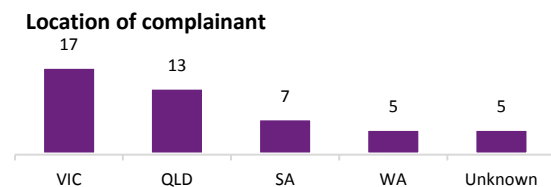


| Approach     | Jan 2021    | Jul 2020 – Jan 2021 | Jan 2020   | Jul 2019 – Jan 2020 |
|--------------|-------------|---------------------|------------|---------------------|
| Enquiries    | 20 ↓        | 196 ↓               | 43         | 217                 |
| Complaints   | 47 ↓        | 307 ↓               | 58         | 373                 |
| FOI matters  | 3 —         | 13 —                | 3          | 13                  |
| <b>Total</b> | <b>70 ↓</b> | <b>516 ↓</b>        | <b>104</b> | <b>603</b>          |

| Complaints by profession                              | Jan 2021  |
|---|-----------|
| Medical   | 15        |
| Psychology  | 13        |
| Nursing or Midwifery                                  | 7         |
| Dental  | 4         |
| Unknown   | 3         |
| Aboriginal and Torres Strait Islander Health Practice | 1         |
| Occupational Therapy                                  | 1         |
| Optometry   | 1         |
| Pharmacy  | 1         |
| Physiotherapy   | 1         |
| <b>Total</b>  | <b>47</b> |

| Primary complaint issues             | Jan 2021  |
|--------------------------------------|-----------|
| Handling of a notification           | 23        |
| Handling of a registration matter    | 16        |
| Handling of an accreditation matter  | 2         |
| Handling of an FOI matter            | 2         |
| Customer service concern             | 2         |
| Complaint handling concern           | 1         |
| Handling of statutory offence matter | 1         |
| <b>Total</b>                         | <b>47</b> |

| Investigations and transfers | Jan 2021 | Jul 2020 – Jan 2021 |
|------------------------------|----------|---------------------|
| Open investigations          | 87       | N/A                 |
| Investigations commenced     | 1        | 96                  |
| Investigations finalised     | 3        | 44                  |
| Early resolution transfers   | 11       | 77                  |



| Source of complaint                        | Jan 2021  |
|--|-----------|
| Health practitioner                        | 19        |
| Notifier                                   | 15        |
| General public/Unknown                     | 12        |
| Health practitioner (acting as a notifier) | 1         |
| <b>Total</b>                               | <b>47</b> |

| Investigation outcomes             | Jan 2021 | Jul 2020 – Jan 2021 |
|------------------------------------|----------|---------------------|
| Further explanation to complainant | 3        | 37                  |
| Formal comments to Ahpra           | 0        | 4                   |
| Assisted resolution                | 0        | 2                   |
| Apology provided by Ahpra          | 0        | 1                   |
| <b>Total</b>                       | <b>3</b> | <b>44</b>           |

\* 47 complaints were made by 41 individual complainants

**OFFICIAL**