

# Monthly complaints report

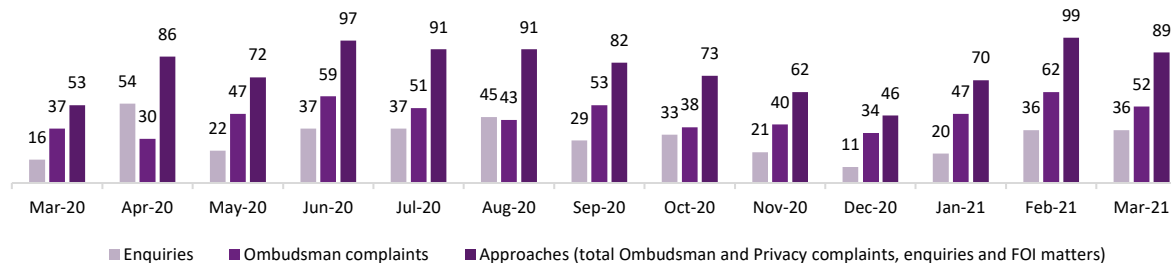
Reporting period: 1 March 2021 to 31 March 2021



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).

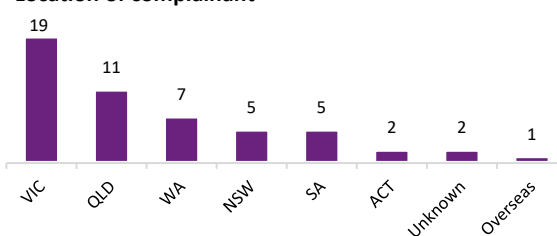
## Approaches to the NHPO



■ Enquiries ■ Ombudsman complaints ■ Approaches (total Ombudsman and Privacy complaints, enquiries and FOI matters)

Complaints by profession	Mar 2021
Medical	24
Nursing	11
Psychology	7
Dental	4
Pharmacy	2
Chinese Medicine	1
Optometry	1
Paramedicine	1
Unknown	1
<b>Total</b>	<b>52</b>

## Location of complainant



Primary complaint issues	Mar 2021
Handling of a notification	31
Handling of a registration matter	20
Customer service concern	1
<b>Total</b>	<b>52</b>

Source of complaints	Mar 2021
Health practitioner	29
Notifier	19
Health practitioner (acting as a notifier)	4
<b>Total</b>	<b>52</b>

\* 52 complaints were made by 46 individual complainants

Approaches	Mar 2021	Jul 2020 – Mar 2021	Mar 2020	Jul 2019 – Mar 2020
Enquiries	36 ↑	269 ↑	16	260
Ombudsman complaints	52 ↑	420 ↓	37	459
Privacy complaints	0 –	1 ↑	0	0
FOI matters	1 ↑	13 ↓	0	15
<b>Total</b>	<b>89 ↑</b>	<b>703 ↓</b>	<b>53</b>	<b>734</b>

Investigations and transfers	Mar 2021	Jul 2020 – Mar 2021
Open investigations	96	N/A
Investigations commenced	15	120
Investigations finalised	13	71
Early resolution transfers	21	118

Investigation outcomes	Mar 2021	Jul 2020 – Mar 2021
Further explanation to complainant	5	54
Assisted resolution	6	12
Formal comments to Ahpra	2	4
Apology provided by Ahpra	0	1
<b>Total</b>	<b>13</b>	<b>71</b>

**OFFICIAL**