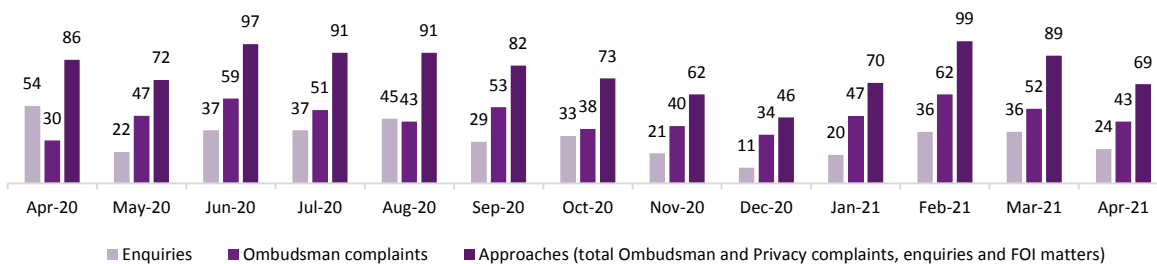


Monthly complaints report

Reporting period: 1 April 2021 to 30 April 2021

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



Approaches	Apr 2021	Jul 2020 – Apr 2021	Apr 2020	Jul 2019 – Apr 2020
Enquiries	24 ↓	293 ↓	54	314
Ombudsman complaints	43 ↑	463 ↓	30	489
Privacy complaints	0 –	1 ↑	0	0
FOI matters	2 –	15 ↓	2	17
Total	69 ↓	772 ↓	86	820

Investigations and transfers	Apr 2021	Jul 2020 – Apr 2021
Open investigations	88	N/A
Investigations commenced	12	132
Investigations finalised	20	91
Early resolution transfers	19	137

Investigation outcomes	Apr 2021	Jul 2020 – Apr 2021
Further explanation to complainant	14	68
Assisted resolution	0	12
Formal comments to Ahpra	3	7
Apology provided by Ahpra	0	1
Withdrawn by complainant	3	3
Total	20	91

Complaints by profession

Apr 2021

Medical	24
Midwifery	6
Nursing	6
Dental	2
Psychology	2
Chinese Medicine	1
Paramedicine	1
Unknown	1
Total	43

Primary complaint issues

Apr 2021

Handling of a notification	30
Handling of a registration matter	13
Total	43

Source of complaints

Apr 2021

Notifier	22
Health practitioner	20
Health practitioner (acting as a notifier)	1
Total	43

* 43 complaints were made by 33 individual complainants

Location of complainant

