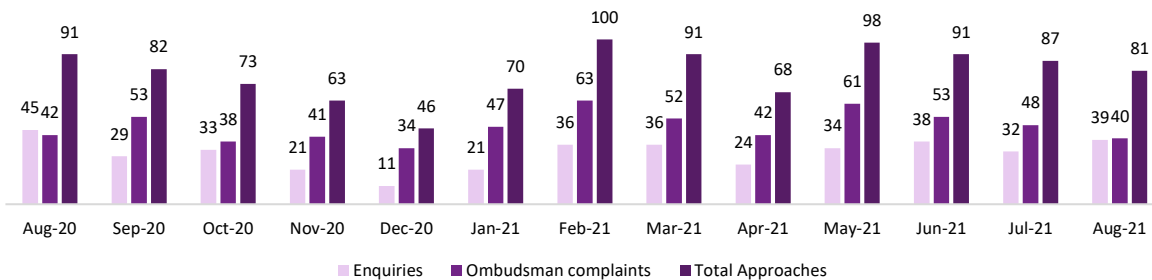


Monthly complaints report

Reporting period: 1 August 2021 to 31 August 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



Ombudsman complaints by profession	Aug 2021
Medical	16
Nursing	7
Psychology	7
Dental	5
Pharmacy	2
Unknown	2
Chinese Medicine	1
Total	40

Location of complainant



Ombudsman complaints by type	Aug 2021
Notification	18
Registration	13
General health regulation concerns	5
Customer service	2
Statutory offence	1
Accreditation	1
Total	40

Source of Ombudsman complaints	Aug 2021
Health practitioner	21
Notifier	14
Third party/general public	5
Health practitioner (acting as a notifier)	0
Total	40

* 40 complaints were made by 40 individual complainants

Approaches	Aug 2021	Jul - Aug 2021	Aug 2020	Jul - Aug 2020
Ombudsman complaints	40 ↓	88 ↓	42	96
Privacy complaints	1 —	4 ↑	1	1
FOI matters	0 ↓	3 ↓	3	6
Notifiable data breaches	1 ↑	2 ↑	0	0
Enquiries	39 ↓	71 ↓	45	82
Total	81 ↓	168 ↓	91	185

Ombudsman complaint management	Aug 2021	Jul - Aug 2021
Open investigations	76	N/A
Investigations commenced	2	4
Investigations finalised	6	20
Early resolution transfers	5	23
Preliminary inquiries	11	15

Ombudsman investigation primary outcomes	Aug 2021	Jul - Aug 2021
Further explanation provided by NHPO	4	15
Ahpra agreed to assess new material	0	1
Apology or acknowledgement provided by Ahpra	0	1
Formal comments or suggestions provided to Ahpra	0	1
Matter to be reconsidered by the Board	1	1
Complainant referred to another suitable entity	1	1
Total	6	20