

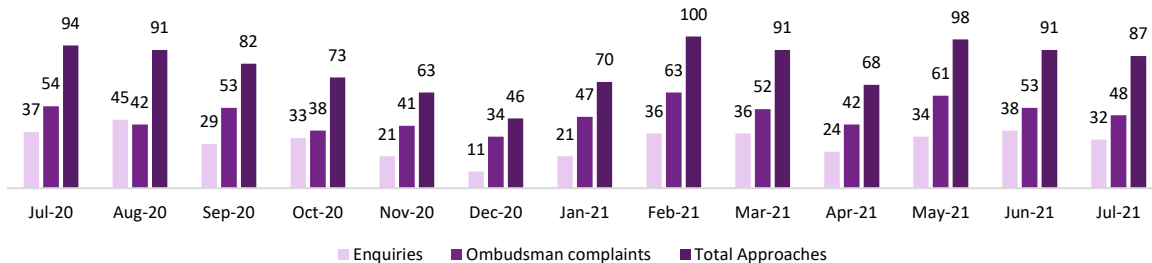
Monthly complaints report

Reporting period: 1 July 2021 to 31 July 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	Jul 2021
Medical	27
Psychology	9
Nursing	6
Dental	2
Chinese Medicine	1
Not related to a registered profession	1
Pharmacy	1
Unknown	1
Total	48

Location of complainant



Ombudsman complaints by type	Jul 2021
Notification	32
Registration	11
Accreditation	2
Customer service	2
FOI handling	1
Total	48

Source of Ombudsman complaints	Jul 2021
Notifier	25
Health practitioner	20
Health practitioner (acting as a notifier)	3
Total	48

* 48 complaints were made by 39 individual complainants

Approaches	Jul 2021	Jul 2020
Ombudsman complaints	48 ↓	54
Privacy complaints	3 ↑	0
FOI matters	3 —	3
Notifiable data breaches	1 ↑	0
Enquiries	32 ↓	37
Total	87 ↓	94

Ombudsman complaint management	Jul 2021
Open investigations	80
Investigations commenced	2
Investigations finalised	14
Early resolution transfers	18
Preliminary inquiries	4

Ombudsman complaint primary investigation outcomes	Jul 2021
Further explanation provided by NHPO	11
Ahpra agreed to assess new material	1
Apology or acknowledgement provided by Ahpra	1
Formal comments or suggestions provided to Ahpra	1
Total	14