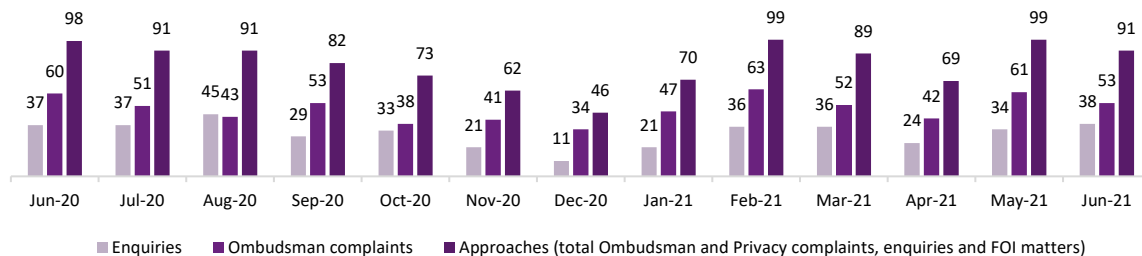


Monthly complaints report

Reporting period: 1 June 2021 to 30 June 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	June 2021	July 2020 – June 2021	June 2020	July 2019 – June 2020
Enquiries	38 ↑	365 ↓	37	371
Ombudsman complaints	53 ↓	580 ↓	60	595
Privacy complaints	0 —	3 ↑	0	0
FOI matters	0 ↓	16 ↓	1	21
Notifiable data breaches	0 —	1 ↑	0	0
Total	91 ↓	965 ↓	98	987
Investigations and transfers	June 2021	July 2020 – June 2021		
Open investigations	92	N/A		
Investigations commenced	13	167		
Investigations finalised	17	119		
Early resolution transfers	19	173		
Investigation outcomes	June 2021	July 2020 – June 2021		
Further explanation to complainant	15	90		
Assisted resolution	2	9		
Formal comments to Ahpra	0	11		
Withdrawn by complainant	0	3		
Other outcome	0	4		
Apology provided by Ahpra	0	2		
Total	17	119		

Complaints by profession	June 2021
Medical	30
Nursing	6
Dental	5
Midwifery	4
Osteopathy	2
Psychology	2
Unknown	2
Chinese Medicine	1
Occupational Therapy	1
Total	53

Primary complaint issues	June 2021
Handling of a notification	31
Handling of a registration matter	16
Customer service complaint	3
Handling of a statutory offence complaint	2
Handling of an accreditation matter	1
Total	53

Source of complaints	June 2021
Notifier	24
Health practitioner	23
Health practitioner (acting as a notifier)	1
Unknown or Third Party	5
Total	53

* 53 complaints were made by 47 individual complainants

Location of complainant

