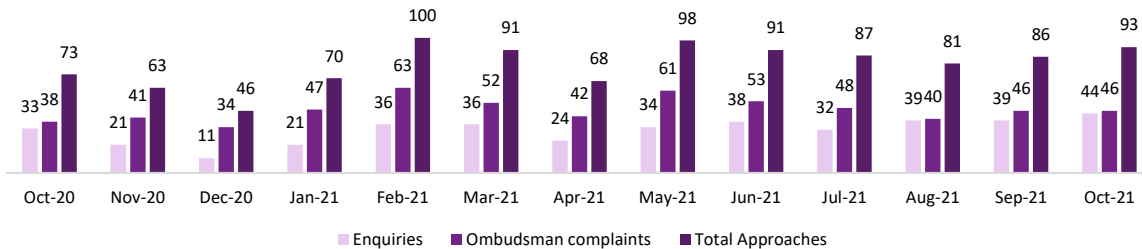


# Monthly complaints report

Reporting period: 1 October 2021 to 31 October 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](mailto:complaints@nhpo.gov.au)

## Approaches to the NHPO



Ombudsman complaints by profession	Oct 2021
Medical	29
Dental	4
Nursing	3
Unknown	3
Not related to a registered profession	2
Psychology	2
Occupational Therapy	1
Paramedicine	1
Pharmacy	1
<b>Total</b>	<b>46</b>

## Location of complainant



Ombudsman complaints by type	Oct 2021
Notification	21
Registration	13
Customer service	4
FOI handling	4
General health regulation concerns	3
Complaint handling	1
<b>Total</b>	<b>46</b>

Source of Ombudsman complaints	Oct 2021
Notifier	21
Health practitioner	19
Third party/general public	5
Health practitioner (acting as a notifier)	1
<b>Total</b>	<b>46</b>

\* 46 complaints were made by 43 individual complainants

Approaches	Oct 2021	Jul - Oct 2021	Oct 2020	Jul - Oct 2020
Ombudsman complaints	46 ↑	180 ↓	38	187
Privacy complaints	1 ↑	5 ↑	0	1
FOI matters	1 ↓	5 ↓	2	8
Notifiable data breaches	1 ↑	3 ↑	0	0
Enquiries	44 ↑	154 ↑	33	144
<b>Total</b>	<b>93 ↑</b>	<b>347 ↑</b>	<b>73</b>	<b>340</b>

Ombudsman complaint management	Oct 2021	Jul - Oct 2021
Open investigations	59	N/A
Investigations commenced	1	6
Investigations finalised	11	39
Early resolution transfers	13	45
Preliminary inquiries	7	35

Ombudsman investigation primary outcomes	Oct 2021	Jul - Oct 2021
Further explanation provided by NHPO	5	24
Apology or acknowledgement provided by Ahpra	3	6
Ahpra to update public facing information	1	1
Matter to be reconsidered by the Board	0	2
Undertaking made to change policy or process	0	1
Ahpra agreed to assess new material	0	1
Formal comments or suggestions provided to Ahpra	0	1
Other outcome	2	3
<b>Total</b>	<b>11</b>	<b>39</b>