

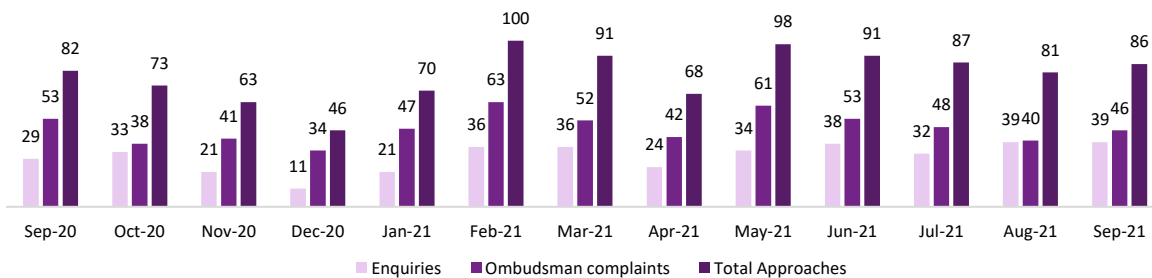
Monthly complaints report

Reporting period: 1 September 2021 to 30 September 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	Sep 2021
Medical	15
Not related to a registered profession	11
Dental	5
Nursing	5
Unknown	4
Paramedicine	3
Psychology	2
Physiotherapy	1
Total	46

Location of complainant



Ombudsman complaints by type	Sep 2021
Notification	22
General health regulation concerns	12
Registration	8
Customer service	2
Complaint handling	1
FOI handling	1
Total	46

Source of Ombudsman complaints	Sep 2021
Health practitioner	17
Notifier	15
Third party/general public	11
Health practitioner (acting as a notifier)	3
Total	46

* 46 complaints were made by 43 individual complainants

Approaches	Sep 2021	Jul - Sep 2021	Sep 2020	Jul - Sep 2020
Ombudsman complaints	46 ↓	134 ↓	53	149
Privacy complaints	0 —	4 ↑	0	1
FOI matters	1 ↑	4 ↓	0	6
Notifiable data breaches	0 —	2 ↑	0	0
Enquiries	39 ↑	110 ↓	29	111
Total	86 ↑	254 ↓	82	267

Ombudsman complaint management	Sep 2021	Jul - Sep 2021
Open investigations	69	N/A
Investigations commenced	1	5
Investigations finalised	8	28
Early resolution transfers	9	32
Preliminary inquiries	11	28

Ombudsman investigation primary outcomes	Sep 2021	Jul - Sep 2021
Further explanation provided by NHPO	4	19
Apology or acknowledgement provided by Ahpra	2	3
Matter to be reconsidered by the Board	1	2
Undertaking made to change policy or process	1	1
Ahpra agreed to assess new material	0	1
Formal comments or suggestions provided to Ahpra	0	1
Complainant referred to another suitable entity	0	1
Total	8	28

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