

# Monthly complaints report

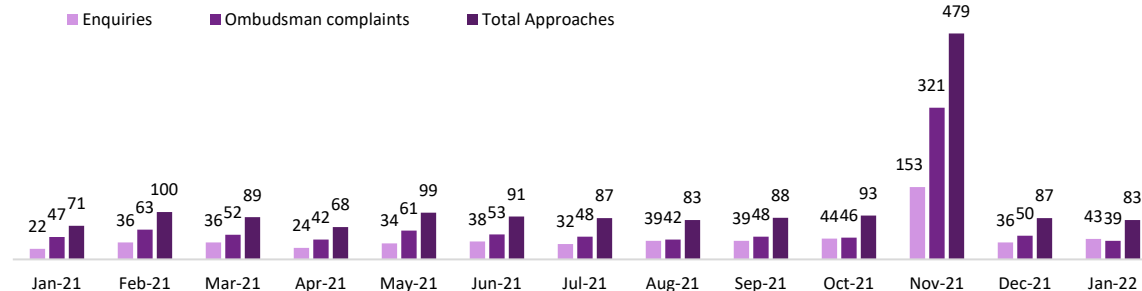
Reporting period: 1 January 2022 to 31 January 2022



National Health  
Practitioner  
Ombudsman

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



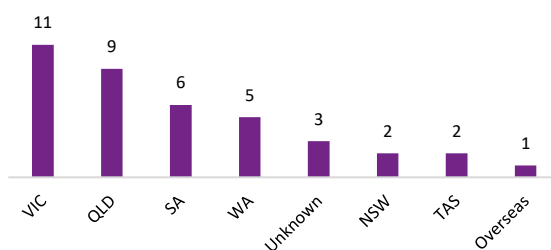
Ombudsman complaints by profession	Jan 2022
Medical	18
Nursing	8
Dental	3
Not related to a registered profession	2
Pharmacy	2
Physiotherapy	2
Psychology	2
Chiropractic	1
Unknown	1
<b>Total</b>	<b>39</b>

Ombudsman complaints by type	Jan 2022
Notification	16
Registration	15
Pandemic policy or response	4
Customer service	2
Offence complaint	2
<b>Total</b>	<b>39</b>

Source of Ombudsman complaints	Jan 2022
Health practitioner	23
Notifier	10
Third party/general public	5
Health practitioner (acting as a notifier)	1
<b>Total</b>	<b>*39</b>

\* 39 complaints were made by 36 individual complainants

## Location of complainant



Approaches	Jan 2022	Jul 2021 - Jan 2022	Jan 2021	Jul 2020 - Jan 2021
Ombudsman complaints	39 ↓	594 ↑	47	310
Privacy complaints	0 —	6 ↑	0	0
FOI matters	0 ↓	8 ↓	2	12
Notifiable data breaches	1 ↑	6 ↑	0	0
Enquiries	43 ↑	386 ↑	22	197
<b>Total</b>	<b>83 ↑</b>	<b>1000 ↑</b>	<b>71</b>	<b>519</b>

Ombudsman complaint management	Jan 2022	Jul 2021 - Jan 2022
Open investigations	32	N/A
Investigations commenced	1	12
Investigations finalised	14	70
Early resolution transfers	7	68
Preliminary inquiries	20	73

Ombudsman investigation primary outcomes	Jan 2022	Jul 2021 - Jan 2022
Informal feedback provided to Ahpra	13	22
Further explanation provided by NHPO	1	32
Apology or acknowledgement provided by Ahpra	0	5
Ahpra agreed to assess new material	0	3
Matter to be reconsidered by the Board	0	2
Other investigation outcome	0	6
<b>Total</b>	<b>14</b>	<b>70</b>

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