

Monthly complaints report

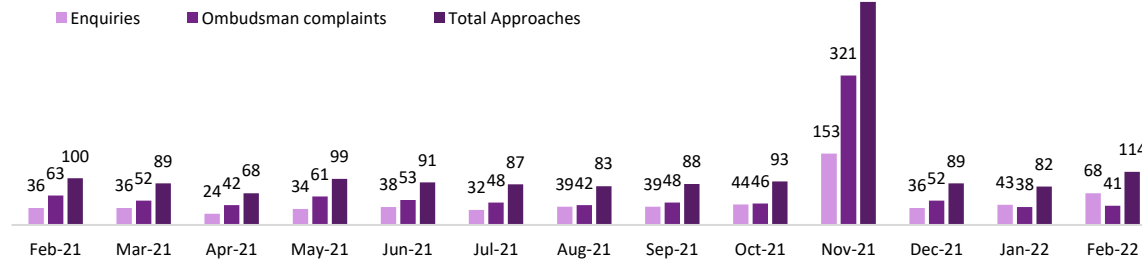
Reporting period: 1 February 2022 to 28 February 2022



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.

Approaches to the NHPO



Ombudsman complaints by profession	Feb 2022
Medical	31
Nursing	4
Unknown	2
Chiropractic	1
Dental	1
Occupational Therapy	1
Paramedicine	1
Total	41

Ombudsman complaints by type	Feb 2022
Notification	29
Registration	9
Customer service	3
Total	41

Source of Ombudsman complaints	Feb 2022
Health practitioner	17
Notifier	17
Health practitioner (acting as a notifier)	4
Third party/general public	3
Total	41

* 41 complaints were made by 36 individual complainants

Location of complainant



Approaches	Feb 2022		Jul 2021 – Feb 2022		Feb 2021	Jul 2020 – Feb 2021
Ombudsman complaints	41	↓	636	↑	63	373
Privacy complaints	1	—	7	↑	1	1
FOI matters	3	↑	11	↓	0	12
Notifiable data breaches	1	↑	7	↑	0	0
Enquiries	68	↑	454	↑	36	233
Total	114	↑	1115	↑	100	619

Ombudsman complaint management	Feb 2022	Jul 2021 – Feb 2022
Open investigations	26	N/A
Investigations commenced	6	18
Investigations finalised	12	82
Early resolution transfers	12	80
Preliminary inquiries	5	76

Ombudsman investigation primary outcomes	Feb 2022	Jul 2021 – Feb 2022
Further explanation provided by NHPO	9	41
Informal feedback provided to Ahpra	1	23
Apology or acknowledgement provided by Ahpra	0	5
Matter to be reconsidered by the Board	2	4
Ahpra agreed to assess new material	0	3
Other investigation outcome	0	6
Total	12	82

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