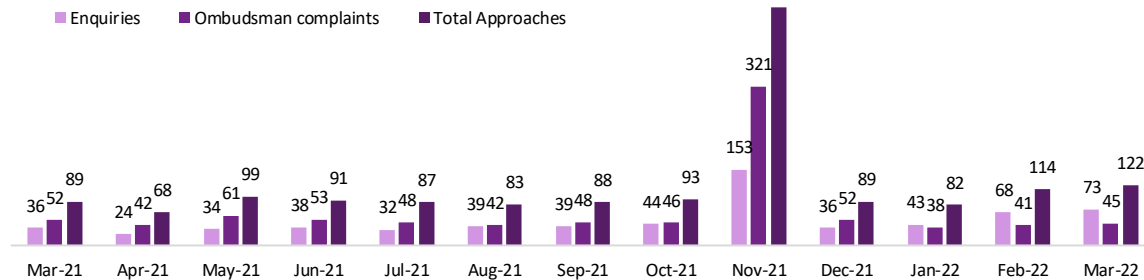


Monthly complaints report

Reporting period: 1 March 2022 to 31 March 2022

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



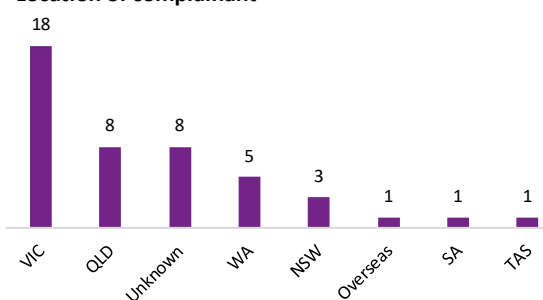
Ombudsman complaints by profession	Mar 2022
Medical	29
Psychology	10
Nursing	2
Chinese Medicine	1
Not related to a registered profession	1
Occupational Therapy	1
Unknown	1
Total	45

Ombudsman complaints by type	Mar 2022
Notification	29
Registration	9
Pandemic policy or response	3
Customer service	2
Accreditation	1
Other	1
Total	45

Source of Ombudsman complaints	Mar 2022
Health practitioner	14
Notifier	23
Health practitioner (acting as a notifier)	2
Third party/general public	6
Total	45

* 45 complaints were made by 43 individual complainants

Location of complainant



Approaches	Mar 2022		Jul 2021 – Mar 2022		Mar 2021	Jul 2020 – Mar 2021
Ombudsman complaints	45	↓	681	↑	52	425
Privacy complaints	2	↑	9	↑	0	1
FOI matters	2	↑	13	—	1	13
Notifiable data breaches	0	—	7	↑	0	0
Enquiries	73	↑	527	↑	36	269
Total	122	↑	1237	↑	89	708

Ombudsman complaint management	Mar 2022	Jul 2021 – Mar 2022
Open investigations	25	N/A
Investigations commenced	6	24
Investigations finalised	7	87
Early resolution transfers	7	87
Preliminary inquiries	5	81

Ombudsman investigation primary outcomes	Mar 2022	Jul 2021 – Mar 2022
Further explanation provided by NHPO	7	42
Informal feedback provided to Ahpra	0	29
Apology or acknowledgement provided by Ahpra	0	5
Matter to be reconsidered by the Board	0	4
Ahpra agreed to assess new material	0	1
Other investigation outcome	0	6
Total	7	87