

Monthly complaints report

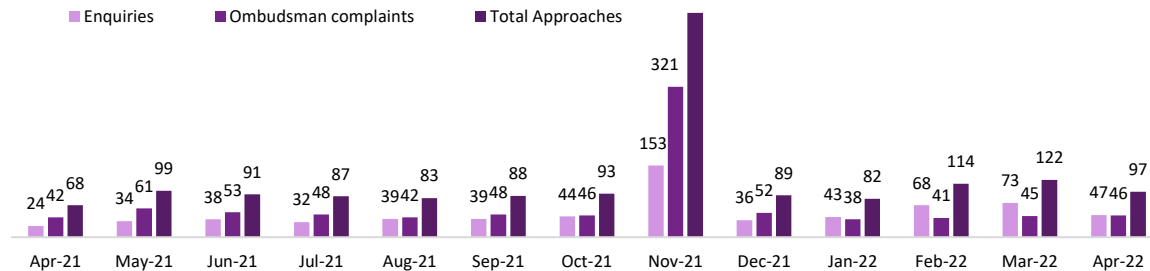
Reporting period: 1 April 2022 to 30 April 2022



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	Apr 2022
Medical	20
Nursing	14
Psychology	7
Not related to a registered profession	3
Dental	1
Occupational Therapy	1
Total	46

Location of complainant



Ombudsman complaints by type	Apr 2022
Notification	26
Registration	13
Pandemic policy or response	4
Customer service	2
FOI handling	1
Total	46

Source of Ombudsman complaints	Apr 2022
Health practitioner	20
Notifier	15
Health practitioner (acting as a notifier)	5
Third party/general public	6
Total	46

* 46 complaints were made by 37 individual complainants

Approaches	Apr 2022		Jul 2021 – Apr 2022		Apr 2021		Jul 2020 – Apr 2021
Ombudsman complaints	46	↑	727	↑	42		467
Privacy complaints	1	↑	10	↑	0		1
FOI matters	2	–	15	–	2		15
Notifiable data breaches	1	↑	8	↑	0		0
Enquiries	47	↑	574	↑	24		293
Total	97	↑	1334	↑	68		776

Ombudsman complaint management	Apr 2022	Jul 2021 – Apr 2022
Open investigations	24	N/A
Investigations commenced	2	26
Investigations finalised	3	90
Early resolution transfers	10	97
Preliminary inquiries	4	85

Ombudsman investigation primary outcomes	Apr 2022	Jul 2021 – Apr 2022
Further explanation provided by NHPO	1	43
Informal feedback provided to Ahpra	2	31
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	3	90

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