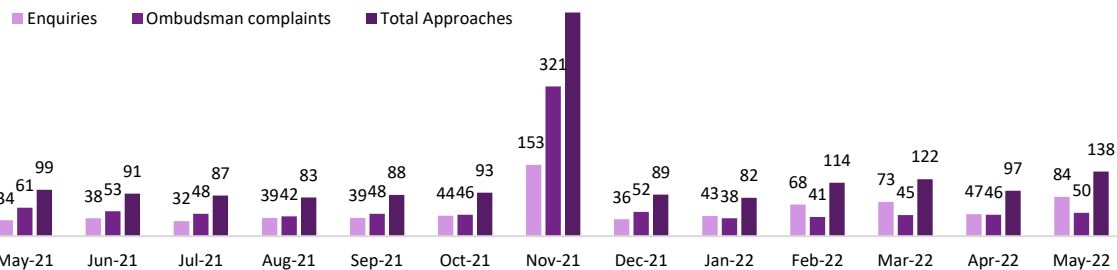


# Monthly complaints report

## Reporting period: 1 May 2022 to 31 May 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](mailto:complaints@nhpo.gov.au).

### Approaches to the NHPO



### Ombudsman complaints by profession May 2022

Medical	23
Nursing	9
Psychology	4
Unknown	4
Not related to a registered profession	3
Dental	2
Paramedicine	2
Pharmacy	2
Osteopathy	1
<b>Total</b>	<b>50</b>

### Ombudsman complaints by type May 2022

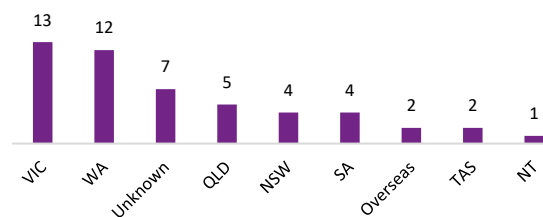
Notification	23
Registration	17
Accreditation	4
Pandemic policy or response	4
Customer service	1
FOI handling	1
<b>Total</b>	<b>50</b>

### Source of Ombudsman complaints May 2022

Health practitioner	28
Notifier	12
Third party/general public	7
Health practitioner (acting as a notifier)	3
<b>Total</b>	<b>50</b>

\*50 complaints were made by 48 individual complainants

### Location of complainant



Approaches	May 2022		Jul 2021 – May 2022		May 2021	Jul 2020 – May 2021
Ombudsman complaints	50	↓	777	↑	61	528
Privacy complaints	2	—	12	↑	2	3
FOI matters	2	↑	17	↑	1	16
Notifiable data breaches	0	↓	8	↑	1	1
Enquiries	84	↑	658	↑	34	327
<b>Total</b>	<b>138</b>	<b>↑</b>	<b>1472</b>	<b>↑</b>	<b>99</b>	<b>875</b>

Ombudsman complaint management	May 2022	Jul 2021 – May 2022
Open investigations	23	N/A
Investigations commenced	0	25
Investigations finalised	1	91
Early resolution transfers	18	115
Preliminary inquiries	12	93

Ombudsman investigation primary outcomes	May 2022	Jul 2021 – May 2022
Formal comments provided to Ahpra	1	1
Further explanation provided by NHPO	0	43
Informal feedback provided to Ahpra	0	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
<b>Total</b>	<b>1</b>	<b>91</b>