

Monthly complaints report

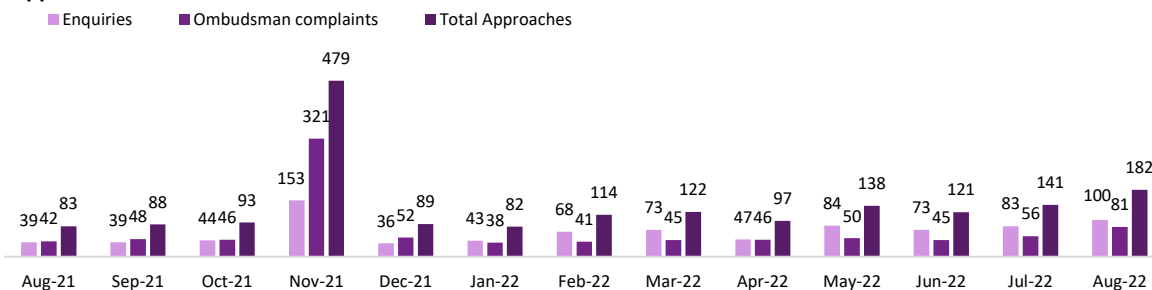
Reporting period: 1 August 2022 to 31 August 2022



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.

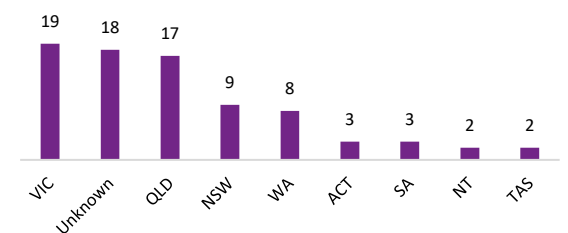
Approaches to the NHPO



Ombudsman complaints by profession	Aug 2022
Medical	48
Psychology	10
Nursing	9
Dental	5
Unknown	3
Physiotherapy	2
Chinese Medicine	1
Chiropractic	1
Osteopathy	1
Pharmacy	1
Total	81

Ombudsman complaints by type	Aug 2022
Notification	53
Registration	16
Pandemic policy or response	5
Experience – complaint handling related	3
Experience – customer service related	2
General health regulation concerns	1
Offence complaint	1
Total	81

Location of complainant



Source of Ombudsman complaints	Aug 2022
Health practitioner	28
Notifier	28
Third party/general public	20
Health practitioner (acting as a notifier)	5
Total	81

*81 complaints were made by 74 individual complainants

Approaches	Aug 2022	Jul 2022 – Aug 2022	Aug 2021	Jul 2021 – Aug 2021
Ombudsman complaints	81 ↑	137 ↑	42	91
Privacy complaints	0 ↓	0 ↓	1	3
FOI matters	1 ↑	2 ↓	0	3
Notifiable data breaches	0 ↓	1 ↓	1	2
Enquiries	100 ↑	183 ↑	39	71
Total	182 ↑	323 ↑	83	170

Ombudsman complaint management	Aug 2022	Jul 2022 – Aug 2022
Open investigations	20	N/A
Investigations commenced	3	4
Investigations finalised	6	8
Early resolution transfers	18	31
Preliminary inquiries	17	29

Ombudsman investigation primary outcomes	Aug 2022	Jul 2022 – Aug 2022
Informal feedback provided to Ahpra	5	6
Further explanation provided by NHPO	1	2
Total	6	8

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