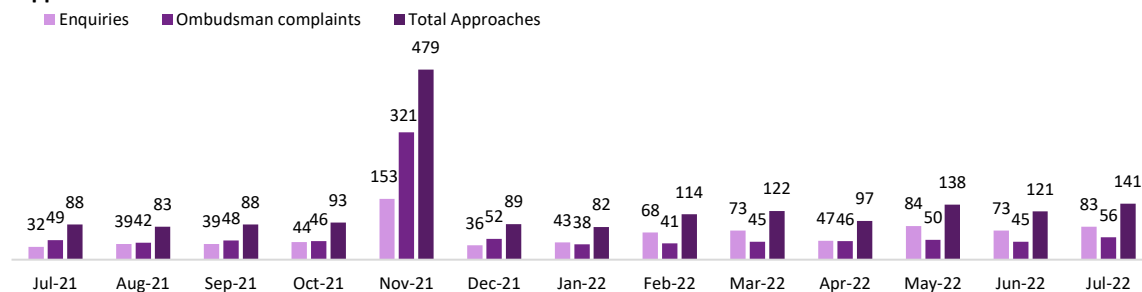


# Monthly complaints report

## Reporting period: 1 July 2022 to 31 July 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).

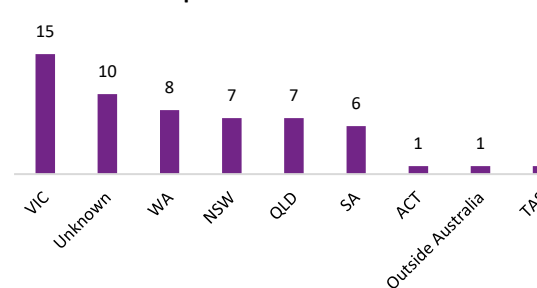
### Approaches to the NHPO



### Ombudsman complaints by profession Jul 2022

Medical	41
Psychology	4
Dental	3
Unknown	3
Nursing	2
Chinese Medicine	1
Medical Radiation	1
Physiotherapy	1
<b>Total</b>	<b>56</b>

### Location of complainant



### Ombudsman complaints by type Jul 2022

Notification	40
Registration	10
Experience – customer service related	2
FOI handling	2
Experience – complaint handling related	1
Pandemic policy or response	1
<b>Total</b>	<b>56</b>

### Source of Ombudsman complaints Jul 2022

Notifier	23
Health practitioner	17
Third party/general public	15
Health practitioner (acting as a notifier)	1
<b>Total</b>	<b>56</b>

\*56 complaints were made by 53 individual complainants

Approaches	Jul 2022		Jul 2021
Ombudsman complaints	56	↑	49
Privacy complaints	0	↓	3
FOI matters	1	↓	3
Notifiable data breaches	1	—	1
Enquiries	83	↑	32
<b>Total</b>	<b>141</b>	<b>↑</b>	<b>88</b>

### Ombudsman complaint management Jul 2022

Open investigations	23
Investigations commenced	1
Investigations finalised	2
Early resolution transfers	12
Preliminary inquiries	10

### Ombudsman investigation primary outcomes Jul 2022

Informal feedback provided to Ahpra	1
Further explanation provided by NHPO	1
<b>Total</b>	<b>2</b>