

Monthly complaints report

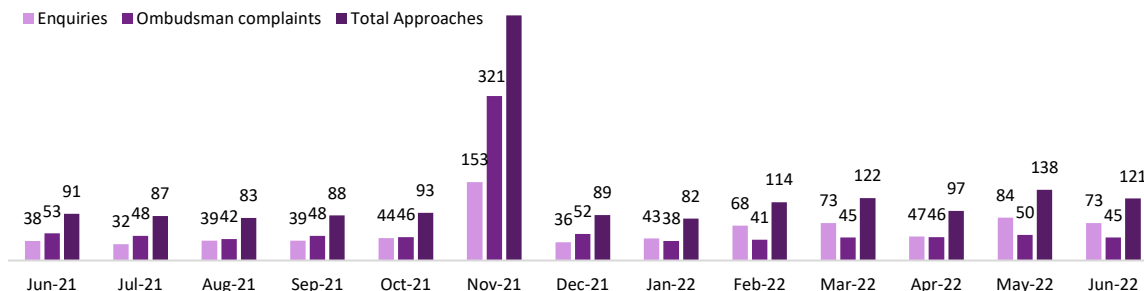
Reporting period: 1 June 2022 to 30 June 2022



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	Jun 2022
Medical	29
Nursing	4
Psychology	4
Medical Radiation	2
Physiotherapy	2
Dental	1
Not related to a registered profession	1
Occupational Therapy	1
Paramedicine	1
Total	45

Location of complainant



Ombudsman complaints by type	Jun 2022
Notification	24
Registration	14
Customer service	2
FOI handling	2
Accreditation	1
General health regulation concerns	1
Offence complaint	1
Total	45

Source of Ombudsman complaints	Jun 2022
Health practitioner	22
Notifier	19
Health practitioner (acting as a notifier)	2
Third party/general public	2
Total	45

*45 complaints were made by 43 individual complainants

Approaches	Jun 2022		Jul 2021 – Jun 2022		Jun 2021	Jul 2020 – Jun 2021
Ombudsman complaints	45	↓	822	↑	53	581
Privacy complaints	2	↑	14	↑	0	3
FOI matters	1	↑	18	↑	0	16
Notifiable data breaches	0	—	8	↑	0	1
Enquiries	73	↑	731	↑	38	365
Total	121	↑	1593	↑	91	966

Ombudsman complaint management	Jun 2022	Jul 2021 – Jun 2022
Open investigations	24	N/A
Investigations commenced	0	25
Investigations finalised	2	93
Early resolution transfers	15	130
Preliminary inquiries	8	103

Ombudsman investigation primary outcomes	Jun 2022	Jul 2021 – Jun 2022
Further explanation provided by NHPO	0	43
Informal feedback provided to Ahpra	1	32
Apology or acknowledgement provided by Ahpra	1	6
Other investigation outcome	0	6
Matter to be reconsidered by the Board	0	4
Formal comments provided to Ahpra	0	2
Total	2	93

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