

Monthly complaints report

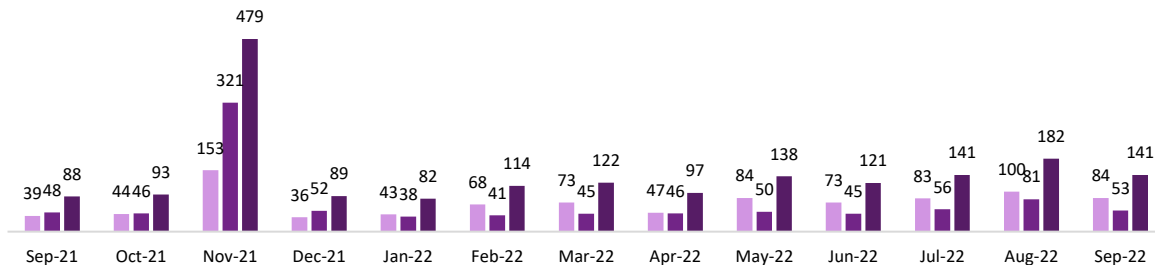
Reporting period: 1 September 2022 to 30 September 2022



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.

Approaches to the NHPO

Enquiries Ombudsman complaints Total Approaches



Ombudsman complaints by profession Sep 2022

Medical	28
Nursing	10
Midwifery	3
Paramedicine	3
Dental	2
Physiotherapy	2
Psychology	2
Not related to a registered profession	1
Occupational Therapy	1
Unknown	1
Total	53

Ombudsman complaints by type Sep 2022

Notification	35
Registration	13
Experience - Customer service related	2
General health regulation concerns	2
Pandemic policy or response	1
Total	53

Source of Ombudsman complaints Sep 2022

Health practitioner	29
Notifier	15
Third party/general public	5
Health practitioner (acting as a notifier)	4
Total	53

*53 complaints were made by 48 individual complainants

Location of complainant



Approaches	Sep 2022	Jul 2022 – Sep 2022	Sep 2021	Jul 2021 – Sep 2021		
Ombudsman complaints	53	↑	190	↑	48	139
Privacy complaints	0	—	0	↓	0	3
FOI matters	2	↑	4	—	1	4
Notifiable data breaches	2	↑	3	↑	0	2
Enquiries	84	↑	267	↑	39	110
Total	141	↑	464	↑	88	258

Ombudsman complaint management	Sep 2022	Jul 2022 – Sep 2022
Open investigations	20	N/A
Investigations commenced	0	4
Investigations finalised	0	8
Early resolution transfers	15	46
Preliminary inquiries	13	42

Ombudsman investigation primary outcomes	Sep 2022	Jul 2022 – Sep 2022
Informal feedback provided to Ahpra	0	6
Further explanation provided by NHPO	0	2
Total	0	8