



National Health  
Practitioner  
Ombudsman

# Our work in January 2026

# Monthly approaches overview

1 January 2026 to 31 January 2026

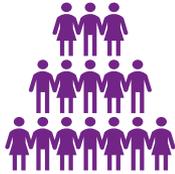


National Health  
Practitioner  
Ombudsman

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](mailto:complaints@nhpo.gov.au).

153

approaches  
received



Down from 163 in  
January 2025



62

Ombudsman  
complaints received



Up from 54 in  
January 2025



0

FOI matters  
received



Down from 1 in  
January 2025



3

privacy complaints  
received



Up from 1 in  
January 2025



88

enquiries  
received



Down from 106  
in January 2025



Ombudsman complaints  
were made by 55  
individuals (up from 44  
in January 2025)



0

FOI review  
determinations  
(1 in January  
2025)



0

notifiable data  
breaches  
assessed (1 in  
January 2025)

## Complaints to the Ombudsman

19

early resolution  
transfers made



Up from 10 in  
January 2025



9

preliminary  
inquiries made



Down from 10 in  
January 2025



0

investigation  
launched



Down from 2 in  
January 2025



68

Ombudsman  
complaints finalised

Up from 58 in  
January 2025



Stage complaint was finalised

46

assessment

17

early resolution  
transfer

4

preliminary  
inquiry

1

investigation

OFFICIAL

# Notification-related complaints to the Ombudsman

1 January 2026 to 31 January 2026



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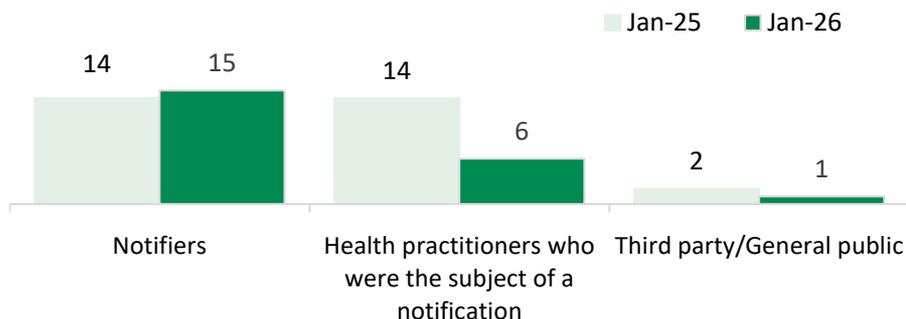
22

notification-related  
complaints received

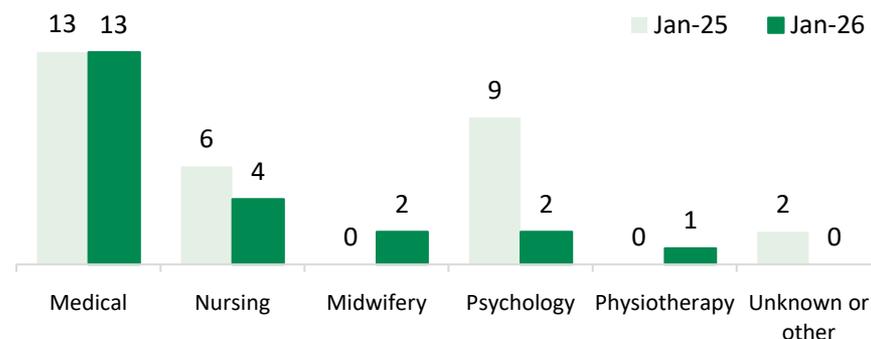


Down from 30 in January 2025

## Who made notification-related complaints



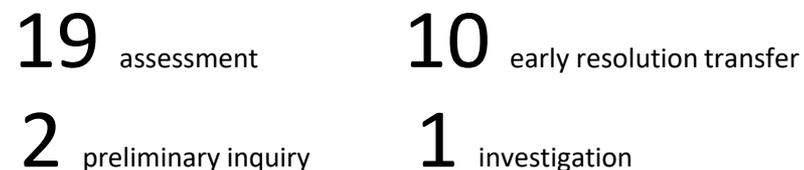
## Professions notification-related complaints were about



## Types of notification actions that most frequently drove notification-related complaints

1. No further action taken at the assessment stage
2. No further action taken at an unknown stage
3. Outcome and stage of notification unknown
4. Action taken to refer a practitioner to a tribunal
5. An active notification

## Stage notification-related complaints were finalised



## Most common outcomes of notification-related complaints

1. The organisation's response to the complaint was fair and reasonable
2. An investigation was not warranted in the circumstances
3. The complainant did not provide information that our office had requested
4. The complainant decided to withdraw their complaint
5. Our office had previously considered the same concerns raised by the complainant

# Registration-related complaints to the Ombudsman

1 January 2026 to 31 January 2026



National Health Practitioner Ombudsman

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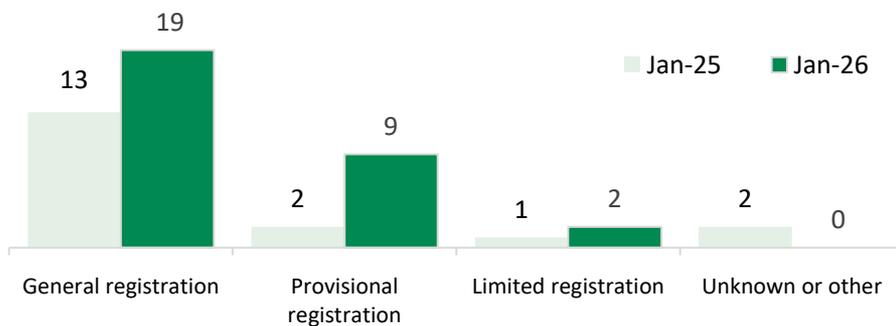
30

registration-related complaints received

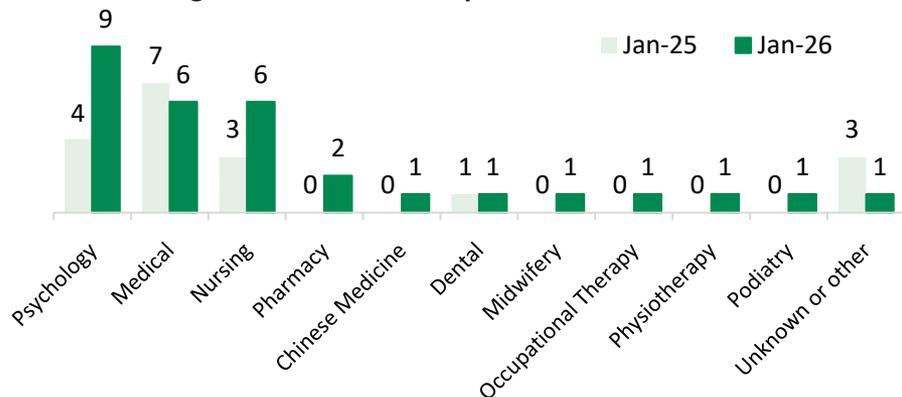


Up from 18 in January 2025

## Types of registration driving registration-related complaints



## Professions registration-related complaints were about



## Registration processes that most frequently drove registration-related complaints

1. Assessment of a practitioner's suitability for registration
2. Processing of a new application for registration
3. Assessment of an international qualification
4. Processing of an application for renewal of registration
5. Application of the English Language Skills Registration Standard

## Stage registration-related complaints were finalised



## Most common outcomes of registration-related complaints

1. An investigation was not warranted in the circumstances
2. The organisation's response to the complaint was fair and reasonable
3. The complainant did not provide information that our office had requested
4. The matter complained about was still actively being considered by the organisation
5. The complainant agreed that their concerns had been resolved

# Accreditation-related complaints to the Ombudsman

## 1 January 2026 to 31 January 2026

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7

accreditation-related  
complaints received

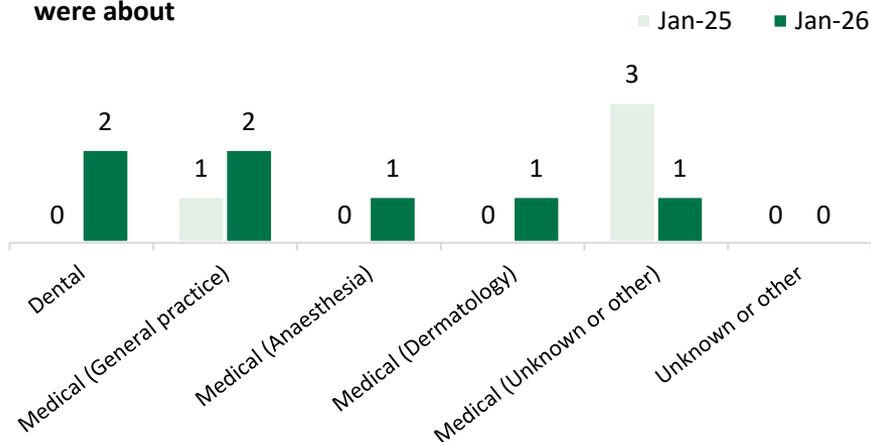


Up from 4 in January 2025

### Who made accreditation-related complaints



### Professions and specialties that accreditation-related complaints were about



### Processes that most frequently drove accreditation-related complaints

1. Delivery of an examination
2. Merits review processes
3. Assessment of an international qualification
4. Fees charged for accreditation processes
5. Provision of examination results

### Stage accreditation-related complaints were finalised

4 assessment      0 early resolution transfer

0 preliminary inquiry      0 investigation

### Most common outcomes of accreditation-related complaints

1. The matter complained about was still actively being considered by the organisation
2. The complainant did not provide information that our office had requested
3. The complainant decided to withdraw their complaint
4. The complaint concerned the merits of the organisation's decision and we do not have the power to review the merits of a decision
5. An investigation was not warranted in the circumstances



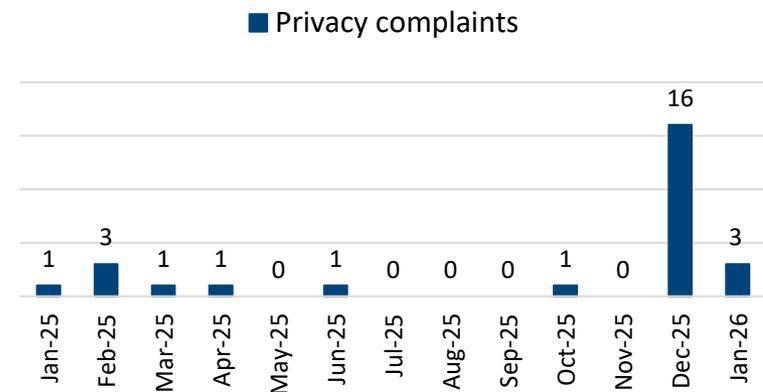
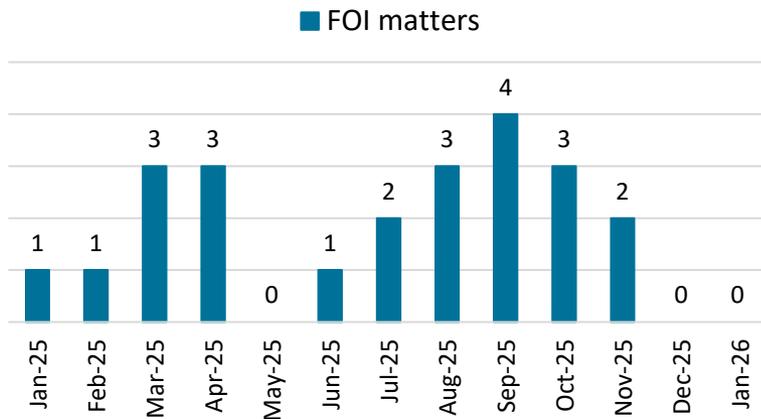
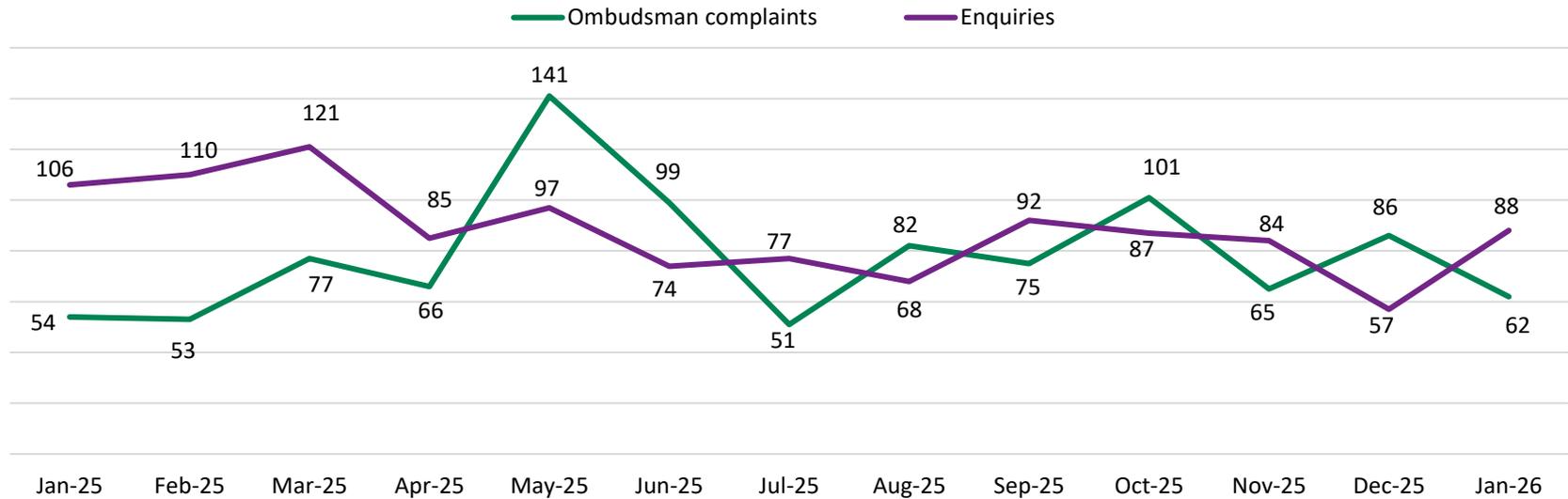
National Health  
Practitioner  
Ombudsman

# Our financial year to date

1 July 2025 to 31 January 2026

# Approach trends

1 January 2025 to 31 January 2026



# Ombudsman complaints received from 1 July 2025 to 31 January 2026

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## Types of complaints received

**285** ↓ notification  
Down from 314 in the same period last financial year

**168** ↑ registration  
Up from 157 in the same period last financial year

**38** ↓ accreditation  
Down from 46 in the same period last financial year

## Who made complaints

**341** health practitioners  
**183** non-practitioners

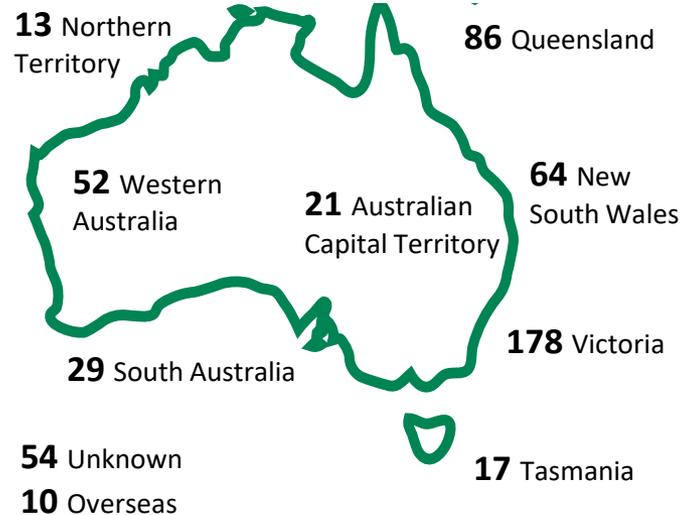
↓ Down from 360 in the same period last financial year

↓ Down from 184 in the same period last financial year

## Professions most complaints were about

**295** medical ↓ Down from 360 in the same period last financial year  
**68** nursing ↓ Down from 75 in the same period last financial year  
**57** psychology ↑ Up from 48 in the same period last financial year

## Location complaints were made from



**13** Northern Territory  
**86** Queensland  
**52** Western Australia  
**21** Australian Capital Territory  
**64** New South Wales  
**178** Victoria  
**29** South Australia  
**17** Tasmania  
**54** Unknown  
**10** Overseas

## Most common notification-related issues that drove complaints

1. Notifier believes a decision to take no further action at the assessment stage was unfair or unreasonable
2. Notifier believes inadequate reasons were provided for a decision to take no further action at the assessment stage

## Most common registration-related issues that drove complaints

1. Practitioner believes the process for renewing their general registration was unfair
2. Practitioner believes the handling of their application for general registration was unreasonably delayed

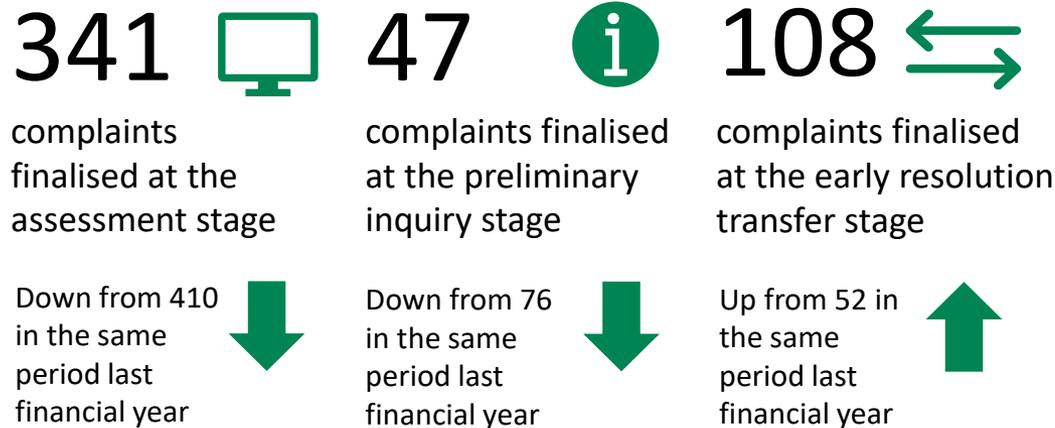
## Most common accreditation-related issues that drove complaints

1. Internationally qualified practitioner believes fees charged for accreditation processes are unfair or unreasonable
2. Internationally qualified practitioner believes the process for assessing their qualification was unfair

# Resolution of Ombudsman complaints from 1 July 2025 to 31 January 2026

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## Early resolution mechanisms



### Most common outcomes at early resolution stages (assessment, preliminary inquiry and early resolution transfer)

1. An investigation was not warranted in the circumstances
2. The organisation's response to the complaint was fair and reasonable
3. The complainant did not provide information that our office had requested for us to further consider their concerns
4. The complaint concerned the merits of the organisation's decision and we do not have the power to review the merits of a decision
5. The matter complained about was still actively being considered by the organisation

## Investigations



### Most common investigation outcomes

1. Our office provided feedback to the organisation complained about
2. Our office provided the complainant with a further explanation
3. Our office is addressing the concern as a systemic issue
4. The organisation took appropriate steps to address a systemic problem
5. The organisation provided an apology or acknowledgement

# Ombudsman and Commissioner's observations

In January 2026, my office observed an increase in complaints to the Ombudsman (62, up from 54 in January 2025) and privacy complaints to the Commissioner (3, up from 1 in January 2025). Overall, we received 153 approaches during January 2026, down from 163 approaches. This reduction in approaches was due to my office receiving fewer enquiries about matters we cannot assist with (88, down from 106).

The increase in complaints to the Ombudsman was primarily driven by registration-related complaints (30, up from 18). Differing from our usual complaint trends, we received more registration-related complaints than notification-related complaints (22 complaints) in January 2026. The most common registration-related concern we heard was that an internationally qualified practitioner should not have been granted registration for public safety reasons. Concerns relating to the assessment of internationally qualified practitioners and about English language skills requirements were also common.

For notification-related complaints to the Ombudsman, we received a smaller number of complaints compared to January 2025 (22, down from 30). This reduction was due to fewer practitioners raising concerns regarding the handling of a notification made about them. Complaints relating to the medical profession remained steady, while complaints about the nursing and psychology professions both reduced. Concerns about decisions to take no further action remained the most common type of concern in notification-related complaints in January 2026.

Accreditation-related complaints were more frequent this month than in January 2025 (7, up from 4). This increase was predominantly associated with concerns being raised by internationally qualified specialist medical practitioners about becoming registered. Issues with examinations, the assessment of qualifications and merits review processes for assessment decisions appeared to drive complaints to us.

My office finalised 68 complaints to the Ombudsman this month, including a formal investigation resulting in feedback to Ahpra and the Medical Board about suggested improvements to recording reasons for decisions.