



National Health
Practitioner
Ombudsman

Our work in February 2026

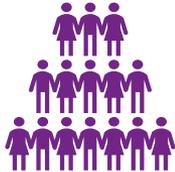
Monthly approaches overview

1 February 2026 to 28 February 2026

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.

123

approaches
received



Down from 167 in
February 2025



49

Ombudsman
complaints received



Down from 53 in
February 2025



1

FOI matter
received



Consistent with 1
in February 2025

2

privacy complaints
received



Down from 3 in
February 2025



71

enquiries
received



Down from 110
in February
2025



Ombudsman complaints
were made by 46
individuals (up from 38)
in February 2025



0 FOI review
determinations
(0 in February
2025)



0 notifiable data
breaches
assessed (0 in
February 2025)

Complaints to the Ombudsman

18

early resolution
transfers made



Up from 7 in
February 2025



3

preliminary
inquiries made



Down from 9 in
February 2025



2

investigations
launched



Up from 0 in
February 2025



62

Ombudsman
complaints finalised

Up from 43 in
February 2025



Stage complaint was finalised

29

assessment

15

early resolution
transfer

16

preliminary
inquiry

2

investigation

Notification-related complaints to the Ombudsman

1 February 2026 to 28 February 2026

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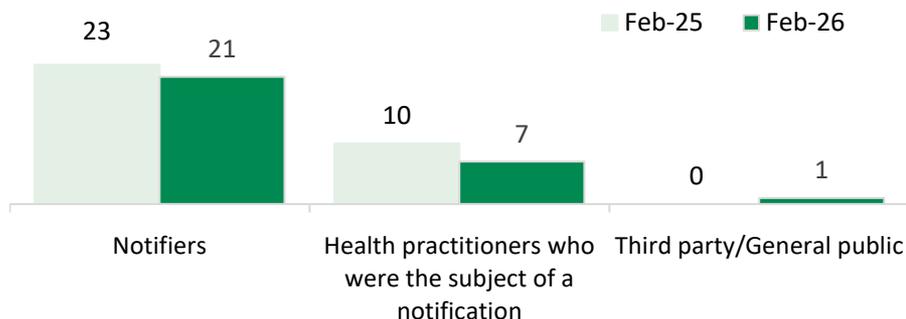
29

notification-related
complaints received

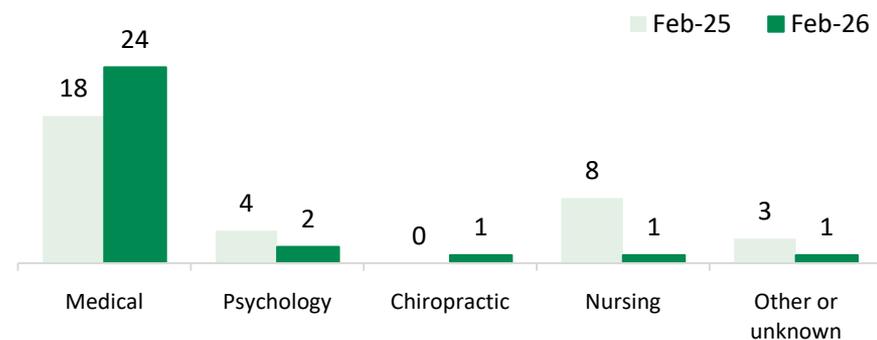


Down from 33 in February 2025

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. No further action taken at the investigation stage
4. An active notification
5. Action taken in the form of immediate action

Stage notification-related complaints were finalised

12 assessment 7 early resolution transfer
13 preliminary inquiry 2 investigation

Most common outcomes of notification-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 complaint concerned the merits of the organisation's decision and we do not have the power to review the merits of a decision
4. The complainant did not provide information that our office had requested
5. The matter complained about was still actively being considered by the organisation

Registration-related complaints to the Ombudsman

1 February 2026 to 28 February 2026



National Health Practitioner Ombudsman

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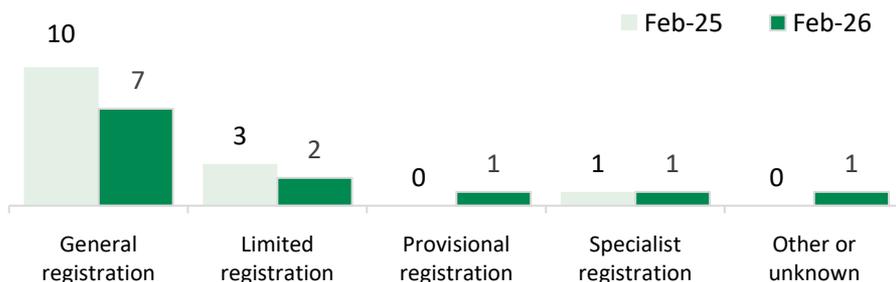
12

registration-related complaints received

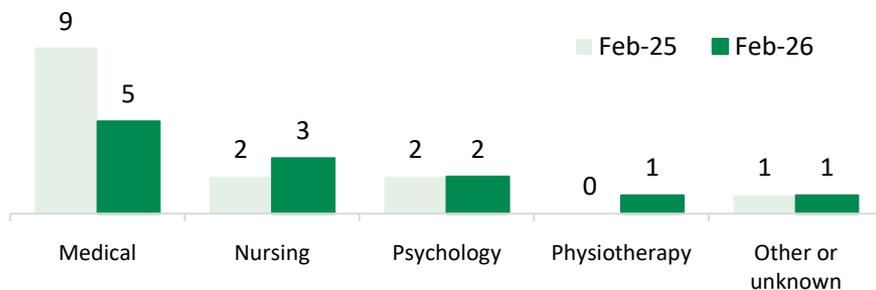


Down from 14 in February 2025

Types of registration driving registration-related complaints



Professions registration-related complaints were about



Registration processes that most frequently drove registration-related complaints

1. Processing of a new registration application
2. Processing of a registration renewal application
3. Processing of a change of circumstances application
4. Assessment of an international qualification
5. Assessment of a certificate of registration or certificate of good standing

Stage registration-related complaints were finalised



Most common outcomes of registration-related complaints

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

Accreditation-related complaints to the Ombudsman

1 February 2026 to 28 February 2026



National Health Practitioner Ombudsman

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6

accreditation-related complaints received

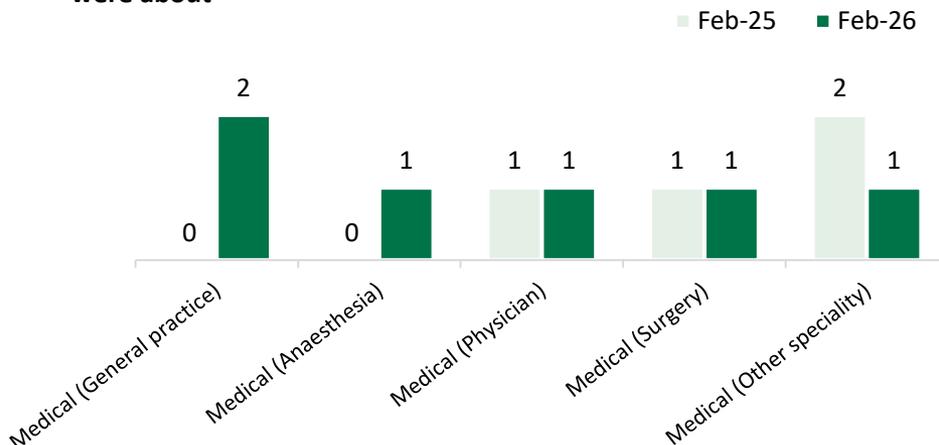


Up from 4 in February 2025

Who made accreditation-related complaints



Professions and specialties that accreditation-related complaints were about



Processes that most frequently drove accreditation-related complaints

1. Assessment of an international qualification
2. Merits review processes
3. Change to the assessment pathway for an internationally qualified practitioner
4. Delivery of an examination
5. Fairness of an examination

Stage accreditation-related complaints were finalised



Most common outcomes of accreditation-related complaints

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

OFFICIAL



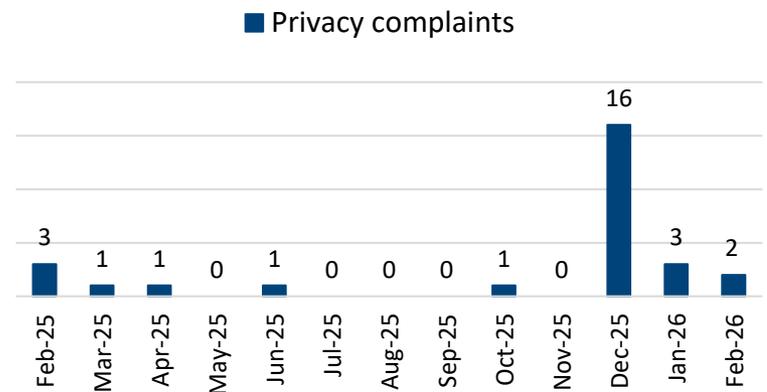
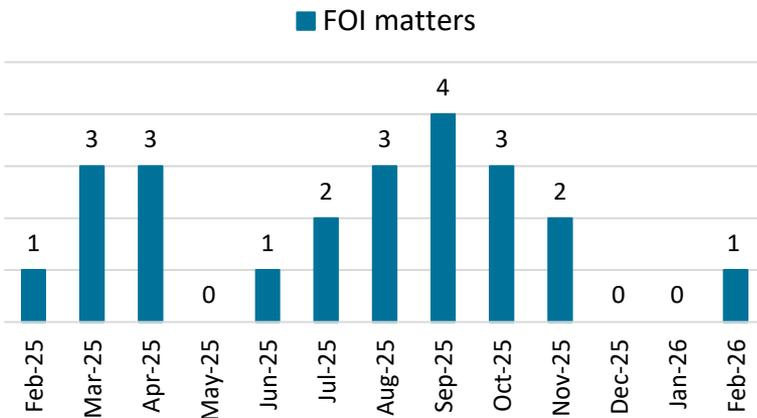
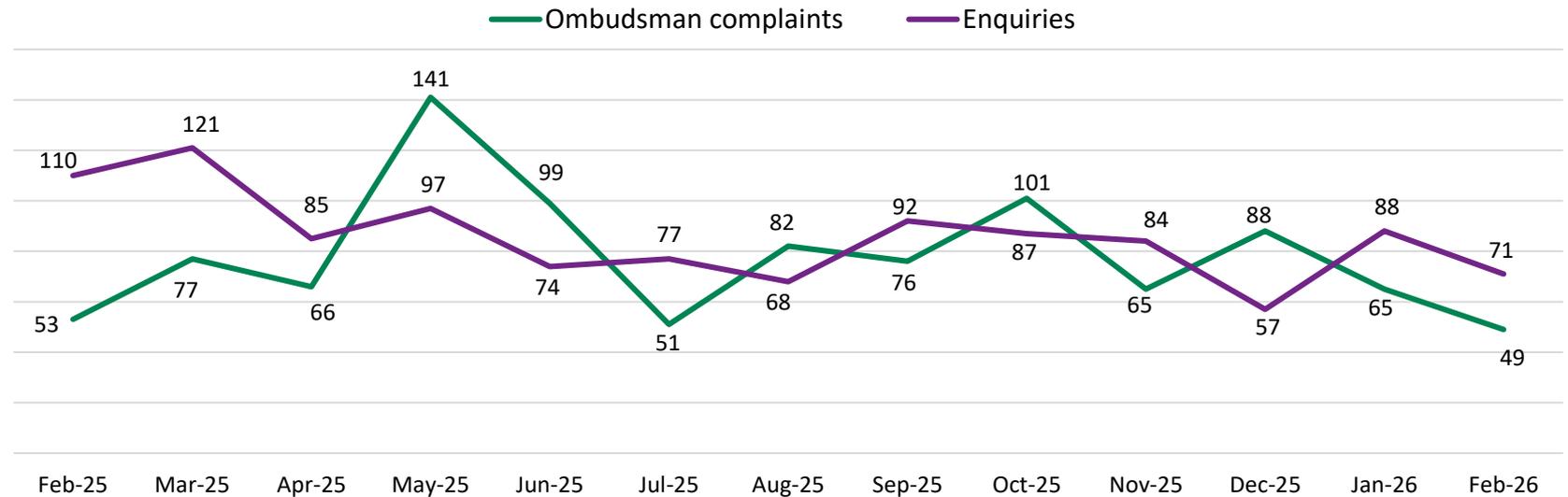
National Health
Practitioner
Ombudsman

Our financial year to date

1 July 2025 to 28 February 2026

Approach trends

1 February 2025 to 28 February 2026



Ombudsman complaints received from 1 July 2025 to 28 February 2026

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Types of complaints received

315 ↓ Down from 347 in the same period last financial year
Notification

180 ↑ Up from 171 in the same period last financial year
registration

47 ↓ Down from 50 in the same period last financial year
accreditation

Who made complaints

376 health practitioners
201 non-practitioners

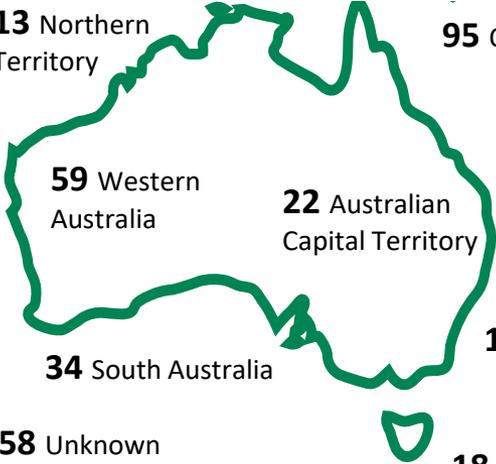
↓ Down from 392 in the same period last financial year

↓ Down from 205 in the same period last financial year

Professions most complaints were about

335 medical ↓ Down from 392 in the same period last financial year
73 nursing ↓ Down from 85 in the same period last financial year
61 psychology ↑ Up from 55 in the same period last financial year

Location complaints were made from



13 Northern Territory
95 Queensland
59 Western Australia
22 Australian Capital Territory
72 New South Wales
194 Victoria
34 South Australia
58 Unknown
12 Overseas
18 Tasmania

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

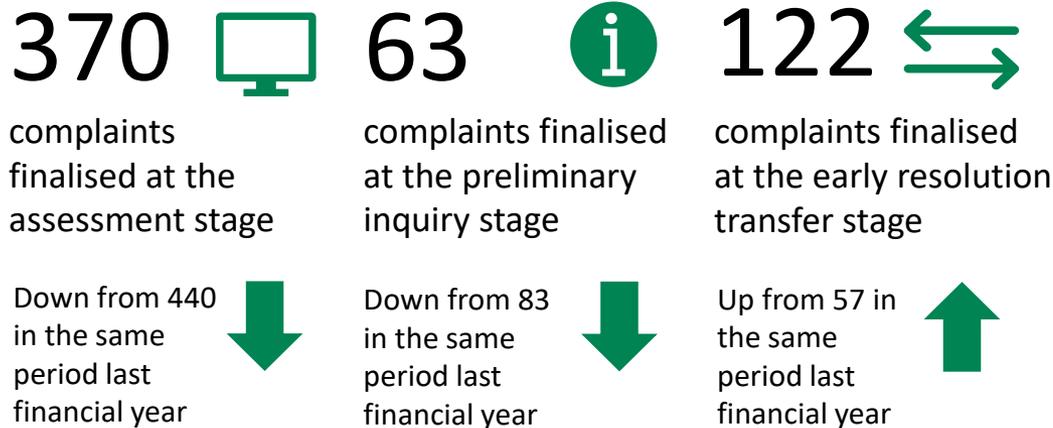
Most common accreditation-related issues that drove complaints

1. Internationally qualified practitioner believes fees charged for accreditation processes are unfair or unreasonable
2. Internationally qualified practitioner believes the outcome of a merits review process is unfair or unreasonable

Resolution of Ombudsman complaints from 1 July 2025 to 28 February 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 the complainant with a further explanation
2. Our office provided feedback to the organisation complained about
3. The organisation took appropriate steps to address a systemic problem
4. Our office is addressing the concern as a systemic issue
5. The organisation provided an apology or acknowledgement

Ombudsman and Commissioner's observations

We saw fewer people contact us in February 2026, with 123 approaches received (down from 167 in February 2025). This reduction is mostly associated with a trend of receiving fewer enquiries about matters that my office cannot assist with (71 enquiries, down from 110 in February 2025). We also received fewer complaints to the Ombudsman, but the reduction was less significant (49, down from 53).

We saw a slight increase in complaints to the Ombudsman related to accreditation this month (6, up from 4). Concerns related to the assessment or training of medical specialists continued to be the primary driver of complaints. This is consistent with February 2025.

Both notification-related complaints (29, down from 33) and registration-related complaints (12, down from 14) were slightly less common this month compared to the same time last year. In both instances, this appears to be associated with fewer complaints relating to the medical profession. Despite this, concerns relating to the medical profession remain the primary driver of complaints to my office.

The reduced complaint demand we saw this month presented an opportunity for my office to focus on progressing and finalising active matters. We facilitated 18 early resolution transfers (up from 7 in February 2025), made preliminary inquiries 3 times and commenced 2 investigations.

We closed significantly more complaints to the Ombudsman than we received (62 complaints). This was also significantly more than we closed in February 2025 (43 complaints). This included finalising 2 investigations, including 1 in which feedback was provided to Ahpra about when and how it informs practitioners that a notification about them has been received.