National Health Practitioner Ombudsman

Our work in July 2026

Monthly approaches overview

1 July 2026 to 31 July 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.

154 approaches received

Up from 130 in July 2025

95 Ombudsman complaints received

Up from 51 in July 2025

4 FOI matters received

Up from 2 in July 2025

3 privacy complaints received

Up from 0 in July 2025

52 enquiries received

Down from 77 in July 2025

Ombudsman complaints were made by 74 individuals (up from 50 in July 2025)

0 FOI review determination (0 in July 2025)

0 notifiable data breaches assessed (0 in July 2025)

Complaints to the Ombudsman

22 early resolution transfers made

Up from 17 in July 2025

22 preliminary inquiries made

Up from 9 in July 2025

3 investigations launched

Consistent with 3 in July 2025

71 Ombudsman complaints finalised

Down from 77 in July 2025

Stage complaint was finalised

46	assessment	11	preliminary inquiry
13	early resolution transfer	1	investigation

Notification-related complaints to the Ombudsman

1 July 2026 to 31 July 2026

National Health Practitioner Ombudsman

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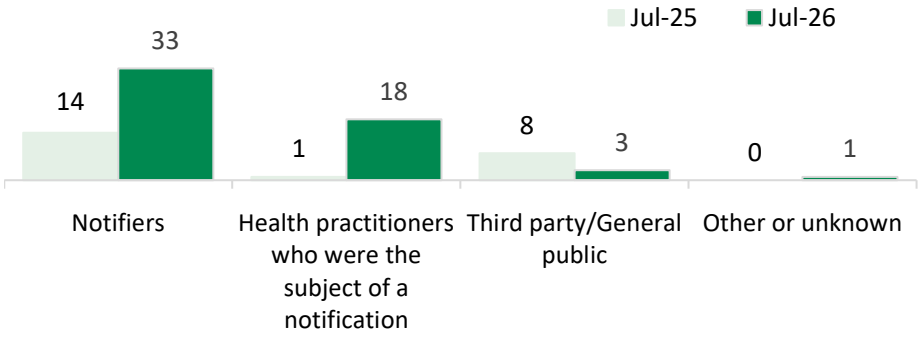
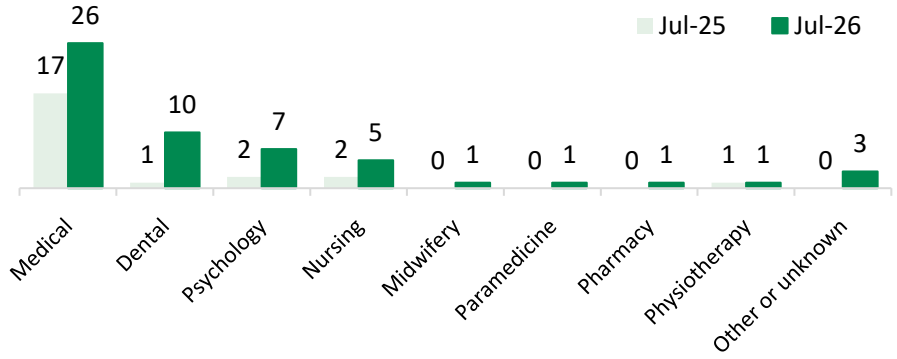
55 notification-related complaints received

Up from 23 in July 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. An active notification
3. No further action taken at an unknown stage
4. Matter not processed as a notification
5. Action taken in the form of immediate action

Stage notification-related complaints were finalised

28 assessment

8 early resolution transfer

8 preliminary inquiry

0 investigation

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 requested to withdraw their complaint
4. The matter complained about was still actively being considered by the organisation
5. The complainant did not provide information that our office had requested

Registration-related complaints to the Ombudsman

1 July 2026 to 31 July 2026

National Health Practitioner Ombudsman

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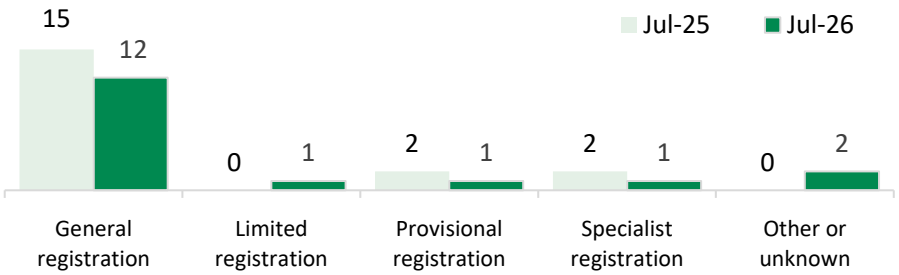
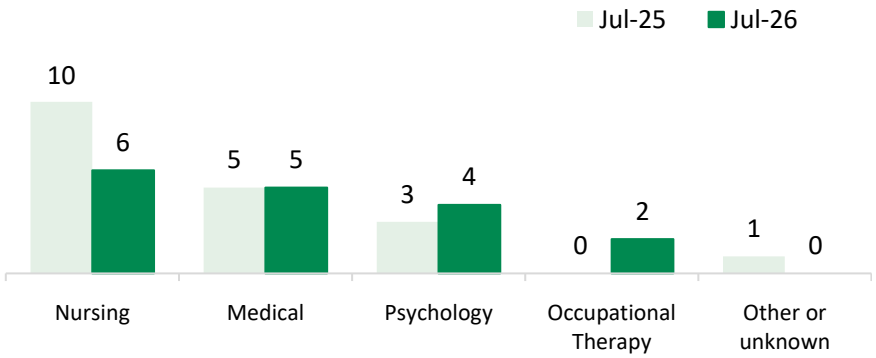
17 registration-related complaints received

Down from 19 in July 2025

Types of registration driving registration-related complaints



Professions registration-related complaints were about



Registration processes that most frequently drove registration-related complaints

1. Application of the English Language Skills Registration Standard
2. Processes for monitoring compliance with restrictions on a practitioner's registration
3. Processing of a registration renewal application
4. Assessment of an international qualification
5. Provision of a certificate of registration or of good standing

Stage registration-related complaints were finalised

8 assessment

3 early resolution transfer

3 preliminary inquiry

0 investigation

Most common outcomes of registration-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 matter complained about was still actively being considered by the organisation
5. The complainant requested to withdraw their complaint

Accreditation-related complaints to the Ombudsman

1 July 2026 to 31 July 2026

National Health Practitioner Ombudsman

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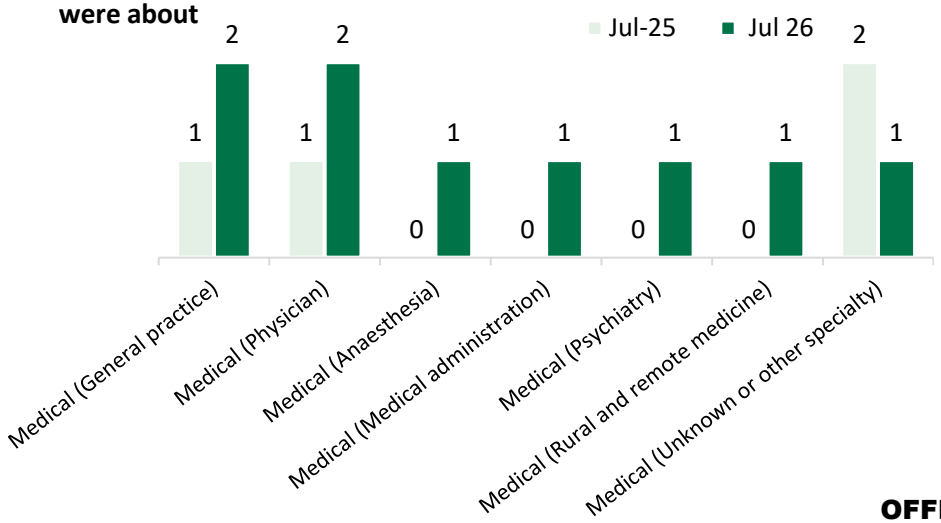
9 accreditation-related complaints received

Up from 4 in July 2025

Who made accreditation-related complaints



Professions and specialties that accreditation-related complaints were about



Processes that most frequently drove accreditation-related complaints

1. Merits review processes
2. Delivery of an examination
3. Fairness of an examination
4. Delivery of a specialist medical college training program
5. Removal of a practitioner from a specialist medical college training program

Stage accreditation-related complaints were finalised

1 assessment

0 early resolution transfer

0 preliminary inquiry

1 investigation

Most common outcomes of accreditation-related complaints

1. Our office provided the complainant with a further explanation
2. The complainant withdrew their complaint.

National Health Practitioner Ombudsman

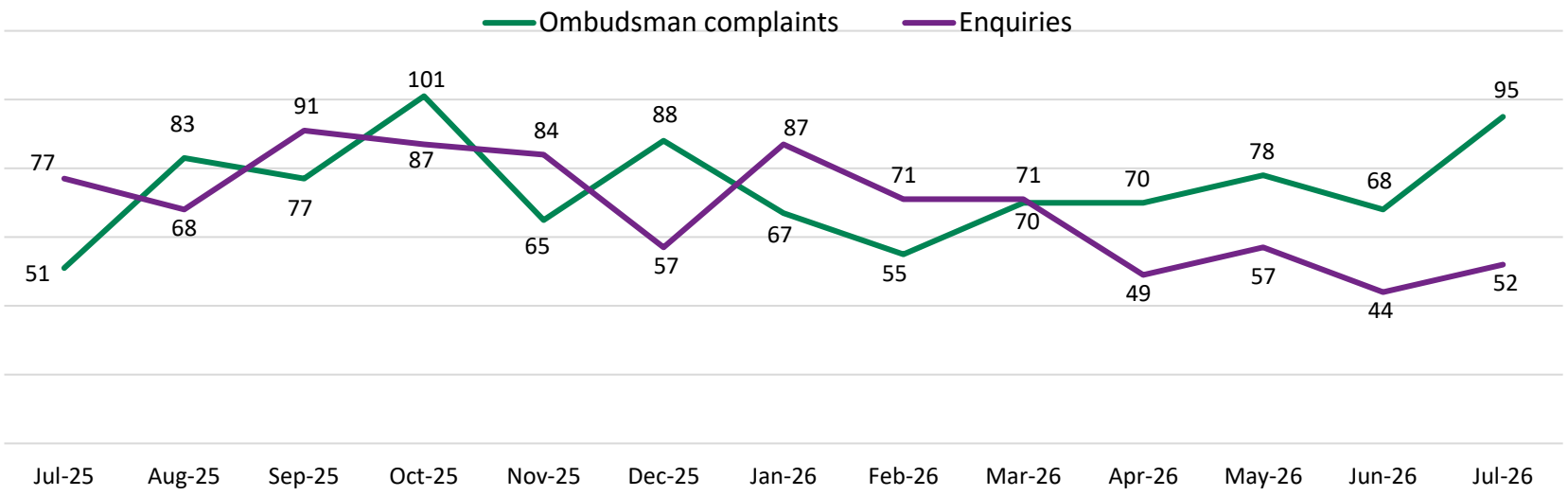
Our financial year to date

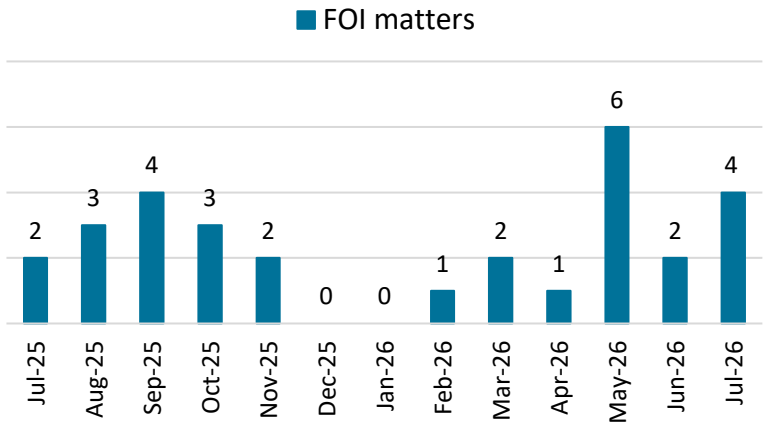
1 July 2026 to 31 July 2026

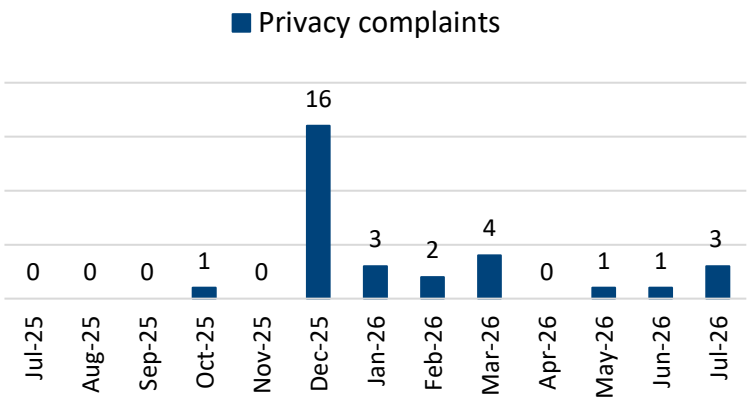
Approach trends

1 July 2025 to 31 July 2026

National Health Practitioner Ombudsman







Ombudsman complaints received from 1 July 2026 to 31 July 2026

National Health Practitioner Ombudsman

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Types of complaints received

55 notification — ↑ Up from 23 in the same period last financial year

17 registration — ↓ Down from 19 in the same period last financial year

9 accreditation — ↑ Up from 4 in the same period last financial year

Who made complaints

62 health practitioners — ↑ Up from 31 in the same period last financial year

33 non-practitioners — ↑ Up from 20 in the same period last financial year

Professions most complaints were about

47 medical — ↑ Up from 28 in the same period last financial year

12 nursing — Consistent with 12 in the same period last financial year

11 psychology — ↑ Up from 5 in the same period last financial year

Location complaints were made from



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. Practitioner believes a notification which resulted in a no further action decision at the assessment stage was handled unfairly

Most common registration-related issues that drove complaints

1. Practitioner with general registration believes compliance processes were unfair
2. Practitioner believes the handling of their application for general registration was unreasonably delayed

Most common accreditation-related issues that drove complaints

1. Trainee or student believes the outcome of a merits review process is unfair or unreasonable
2. Trainee or student believes a process associated with their training program has been impacted by unreasonable delay

Resolution of Ombudsman complaints from 1 July 2026 to 31 July 2026

National Health Practitioner Ombudsman

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Early resolution mechanisms

46 complaints finalised at the assessment stage

Down from 51 in the same period last financial year

11 complaints finalised at the preliminary inquiry stage

Up from 10 in the same period last financial year

13 complaints finalised at the early resolution transfer stage

Down from 15 in the same period last financial year

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 requested to withdraw their complaint
4. The complainant did not provide information that our office had requested for us to further consider their concerns
5. The matter complained about was still actively being considered by the organisation

Investigations

1 complaint finalised at the investigation stage

Consistent with 1 in the same period last financial year

Most common investigation outcomes

1. Our office provided the complainant with a further explanation

Ombudsman and Commissioner's observations

My office had a busy start to the 2026–27 financial year, with 154 approaches received during July 2026 (up from 130 in July 2025). We received significantly more complaints to the Ombudsman this month (95 complaints) than in July 2025 (51 complaints). Freedom of Information (FOI) applications (4, up from 2) and privacy complaints (3, up from 0) also increased in comparison to last year.

The increase in Ombudsman complaints to my office was due to the number of notification-related complaints more than doubling (55, up from 23 complaints in July 2025). This increase was seen across multiple professions, with spikes in concerns from both notifiers (33, up from 14) and practitioners (18, up from 1). It may be that these increases are due to Ahpra and the Boards finalising more notifications leading up to end of last financial year.

Accreditation-related complaints also more than doubled (9, up from 4 complaints in July 2025). Most of these complaints concerned specialist medical colleges (8 out of 9 complaints) across 6 different medical specialties. The increase was primarily driven by complaints from trainees about a specialist medical college's training program (5, up from 0 complaints in July 2025).

Comparatively, registration-related complaints in July 2026 remained similar, decreasing slightly when compared with this time last year (17, down from 19 complaints).

We continued to receive fewer enquiries about matters we cannot assist with (52, down from 77 enquiries in July 2025). I hope that this means more people are more easily finding the organisation that can assist with their concerns.

My office finalised 71 complaints to the Ombudsman this month, including 1 formal investigation. Consistent with usual trends, most complaints were addressed without an investigation being required, including 46 following an initial assessment, 13 following an early resolution transfer, and 11 following preliminary inquiries.