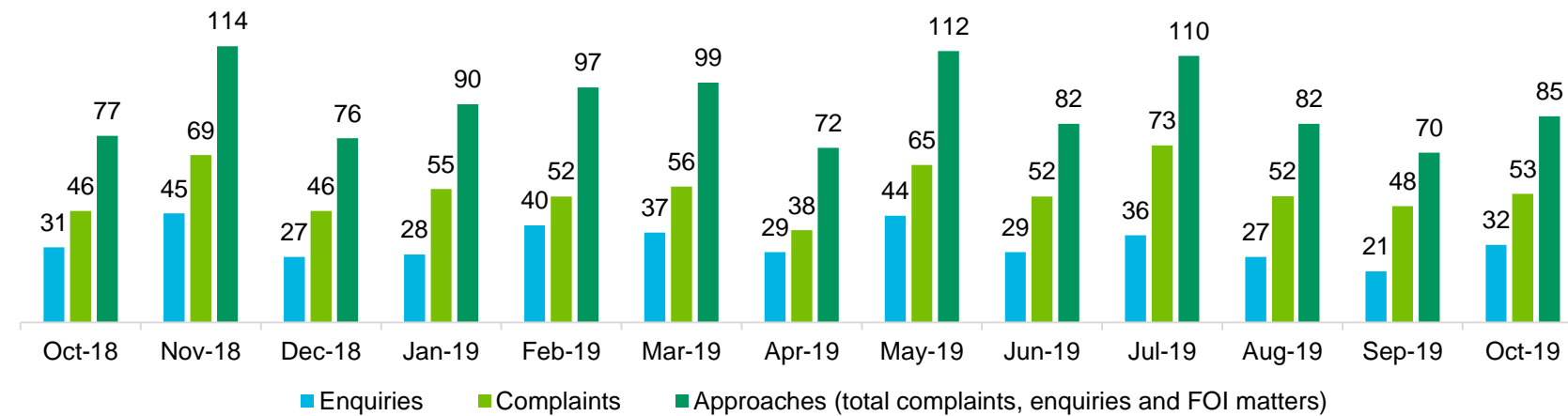


Monthly complaints report

Reporting period: 1 October 2019 to 31 October 2019

Approaches to the NHPOPC



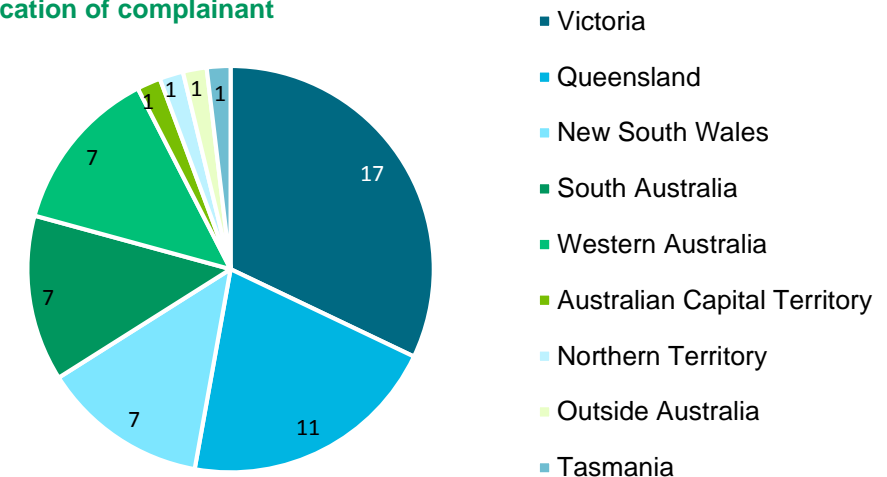
Approach	October 2019	July 2019 – October 2019	October 2018	July 2018 – October 2018
Enquiries	32	↑ 116	↓ 31	141
Complaints	53	↑ 226	↑ 46	153
FOI matters*	0	5	N/A	N/A
Total	85	↑ 347	77	294

*New function of the NHPOPC as of 1 December 2018

Complaints by profession	October 2019
Medical	22
Nursing	18
Psychology	4
Occupational Therapy	3
Dental	2
Chinese Medicine	1
Optometry	1
Paramedicine	1
Physiotherapy	1
Total	53

Type of complaint	October 2019
Notification – complaint by notifier	21
Registration – delay	19
Registration – process/policy	7
Notification – complaint by practitioner	3
Notification – complaint by general public	1
Privacy/Handling of information	1
Other	1
Total	53

Location of complainant



Case study

Fiona made a notification to the Psychology Board that, following investigation, resulted in a decision to take no further action. After the notification was closed, she complained to the NHPOPC that AHPRA's communication with her during the notifications process had been 'slow and vague', and that it had failed to appropriately use evidence she had provided. She also complained that the investigation 'lacked compassion and understanding', and that AHPRA's outcome letter was 'abrupt and dismissive'. She told us she had tried to make a formal complaint, but AHPRA did not respond.

The NHPOPC's investigation found evidence of AHPRA's communications to Fiona being unreasonably delayed, and further identified that the reasons for the Board's decision had not been accurately communicated to her. We also noted that Fiona was not told that three of her issues would not be investigated at all until the investigation of the fourth issue was already complete. Finally, we confirmed that AHPRA had failed to provide a substantive response to Fiona's formal complaint.

The NHPOPC provided AHPRA with formal comments regarding the above. AHPRA responded with information about the work it has done since Fiona's notification was finalised to improve how Board decisions are communicated, and to improve its handling of complaints about itself. It also acknowledged timeliness issues with its communications, and spoke of the steps it is taking to remedy this. AHPRA then made an undertaking to further consider our comments around how decisions to limit the scope of an investigation are communicated as part of an ongoing review into how AHPRA processes notifications.

Investigations	October 2019	July 2019 – October 2019
Open investigations	58	N/A
Investigations commenced	11	47
Investigations finalised	6	46
Early resolution*/Warm transfers to AHPRA	22	77

*Early resolution transfer process commenced 1 September 2019, replacing warm transfers

Outcomes on investigations	October 2019	July 2019 – October 2019
Further explanation provided to the complainant by the NHPOPC	4	22
Assisted resolution	0	13
Formal comments provided to AHPRA/National Board	1	9
Apology provided by AHPRA	1	2
Total	6	46