

Monthly complaints report

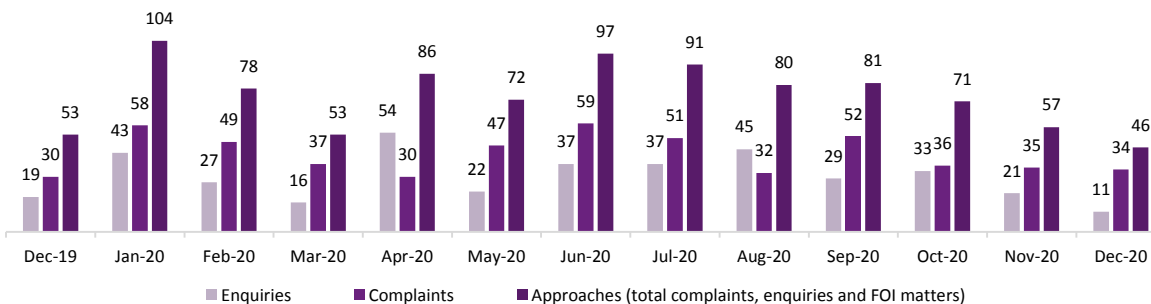
Reporting period: 1 December 2020 to 31 December 2020



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.

Approaches to the NHPO



Approach	Dec 2020	Jul – Dec 2020	Dec 2019	Jul – Dec 2019
Enquiries	11 ↓	176 ↑	19	174
Complaints	34 ↑	252 ↓	31	315
FOI matters	1 ↓	10 —	4	10
Total	46 ↓	438 ↓	54	499

Complaints by profession

Dec 2020

Medical	12
Nursing and Midwifery	7
Psychology	4
Dental	3
Paramedicine	2
Chiropractic	1
Occupational Therapy	1
Physiotherapy	1
Unknown/Not applicable	3
Total	34

Primary complaint issues

Dec 2020

Handling of a notification	17
Handling of a registration matter	13
Handling of an accreditation matter	2
Complaint handling concern	1
Customer service concern	1
Total	34

Investigations and transfers

Dec 2020

Jul – Dec 2020

Open investigations	89	N/A
Investigations commenced	18	87
Investigations finalised	8	41
Early resolution transfers	15	66

Investigation outcomes

Dec 2020

Jul – Dec 2020

Further explanation to complainant	6	34
Formal comments to Ahpra	1	4
Assisted resolution	1	2
Apology provided by Ahpra	0	1
Total	8	41

Source of complaint

Dec 2020

Health practitioner	15
Notifier	11
Health practitioner (acting as a notifier)	4
General public/Unknown	4
Total	34

* 34 complaints were made by 32 individual complainants

Location of complainant



OFFICIAL