

# Monthly complaints report

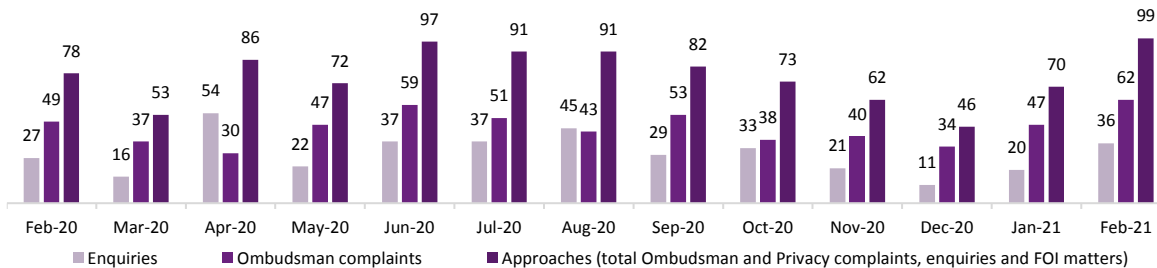
Reporting period: 1 February 2021 to 28 February 2021



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)

## Approaches to the NHPO



Approaches	Feb 2021	Jul 2020 – Feb 2021	Feb 2020	Jul 2019 – Feb 2020
Enquiries	36	232	27	244
Ombudsman complaints	62	368	49	422
Privacy complaints	1	1	0	0
FOI matters	0	13	2	15
<b>Total</b>	<b>99</b>	<b>614</b>	<b>78</b>	<b>681</b>

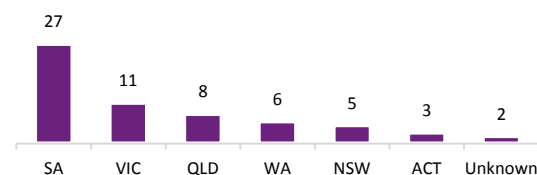
Complaints by profession	Feb 2021
Medical	21
Nursing	12
Unknown	11
Psychology	8
Paramedicine	3
Chiropractic	2
Physiotherapy	2
Medical Radiation	1
Midwifery	1
Optometry	1
<b>Total</b>	<b>62</b>

Primary complaint issues	Feb 2021
Handling of a notification	35
Handling of a registration matter	23
Customer service concern	3
Handling of an accreditation matter	1
<b>Total</b>	<b>62</b>

Source of complaints	Feb 2021
Notifier	31
Health practitioner	26
Health practitioner (acting as a notifier)	4
General public/Unknown	1
<b>Total</b>	<b>62</b>

\* 63 complaints were made by 42 individual complainants

## Location of complainant



Investigations and transfers	Feb 2021	Jul 2020 – Feb 2021
Open investigations	92	N/A
Investigations commenced	9	105
Investigations finalised	14	58
Early resolution transfers	20	97

Investigation outcomes	Feb 2021	Jul 2020 – Feb 2021
Further explanation to complainant	12	49
Formal comments to Ahpra	2	6
Assisted resolution	0	2
Apology provided by Ahpra	0	1
<b>Total</b>	<b>14</b>	<b>58</b>

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