

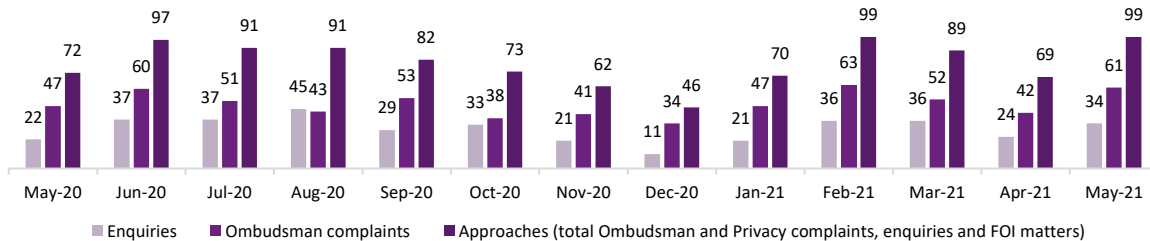
# Monthly complaints report

## Reporting period: 1 May 2021 to 31 May 2021



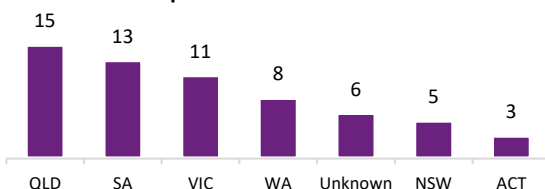
Please note: our data is subject to change due to ongoing investigations and quality assurance activities. If you have a question about our data, please contact us on 1300 795 265 or by email via [complaints@nhpo.gov.au](mailto:complaints@nhpo.gov.au).

### Approaches to the NHPO



Complaints by profession	May 2021
Medical	27
Nursing	12
Psychology	12
Dental	2
Midwifery	2
Paramedicine	2
Chinese Medicine	1
Chiropractic	1
Pharmacy	1
Unknown	1
<b>Total</b>	<b>61</b>

### Location of complainant



Primary complaint issues	May 2021
Handling of a notification	33
Handling of a registration matter	26
Customer service concern	2
<b>Total</b>	<b>61</b>

Source of complaints	May 2021
Health practitioner	37
Notifier	19
Health practitioner (acting as a notifier)	3
Unknown or Third Party	2
<b>Total</b>	<b>61</b>

\* 61 complaints were made by 47 individual complainants

Approaches	May 2021	Jul 2020 – May 2021	May 2020	Jul 2019 – May 2020
Enquiries	34 ↑	327 ↓	22	336
Ombudsman complaints	61 ↑	525 ↓	47	536
Privacy complaints	2 ↑	3 ↑	0	0
FOI matters	1 ↓	16 ↓	3	20
Notifiable data breaches	1 ↑	0 —	0	0
<b>Total</b>	<b>99 ↑</b>	<b>872 ↓</b>	<b>72</b>	<b>892</b>
Investigations and transfers	May 2021	Jul 2020 – May 2021		
Open investigations	96	N/A		
Investigations commenced	20	152		
Investigations finalised	5	96		
Early resolution transfers	11	148		
Investigation outcomes	May 2021	Jul 2020 – May 2021		
Further explanation to complainant	2	70		
Assisted resolution	0	12		
Formal comments to Ahpra	1	8		
Withdrawn by complainant	0	3		
Other outcome	2	2		
Apology provided by Ahpra	0	1		
<b>Total</b>	<b>5</b>	<b>96</b>		