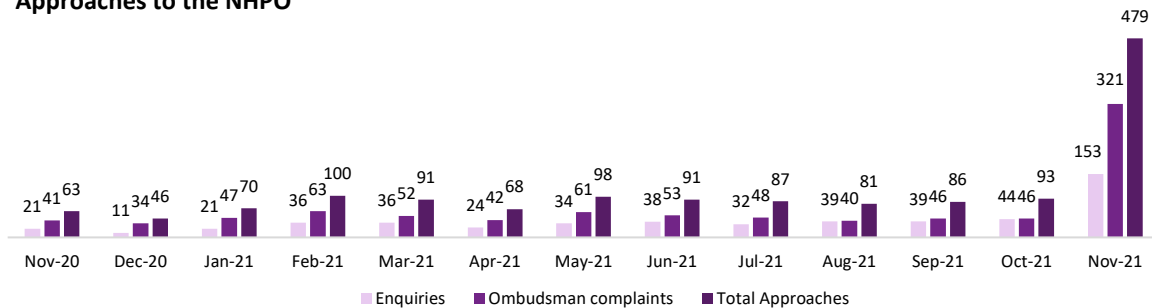


# Monthly complaints report

Reporting period: 1 November 2021 to 30 November 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



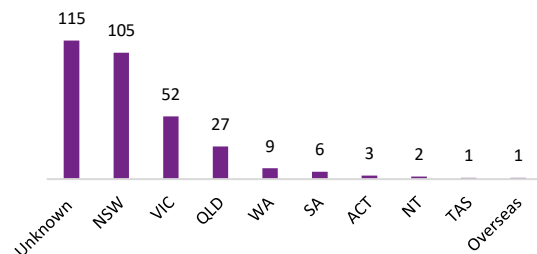
Ombudsman complaints by profession	Nov 2021
Medical	284
Nursing	11
Not related to a registered profession	7
Unknown	7
Paramedicine	4
Pharmacy	4
Dental	2
Chinese Medicine	1
Physiotherapy	1
<b>Total</b>	<b>321</b>

Ombudsman complaints by type	Nov 2021
Pandemic-related policy or response	269
Notification	33
Registration	13
Accreditation	3
Customer service	2
Complaint handling	1
<b>Total</b>	<b>321</b>

Source of Ombudsman complaints	Nov 2021
Third party/general public #	257
Health practitioner	40
Notifier	22
Health practitioner (acting as a notifier)	2
<b>Total</b>	<b>321*</b>

\* 321 complaints were made by 310 individual complainants  
# Includes 103 anonymous complainants whose status as practitioner or otherwise has not been confirmed

## Location of complainant



Approaches	Nov 2021	Jul - Nov 2021	Nov 2020	Jul - Nov 2020
Ombudsman complaints	321 ↑	501 ↑	41	228
Privacy complaints	1 ↑	6 ↑	0	1
FOI matters	2 ↑	7 ↓	1	9
Notifiable data breaches	2 ↑	5 ↑	0	0
Enquiries	153 ↑	307 ↑	21	165
<b>Total</b>	<b>479 ↑</b>	<b>826 ↑</b>	<b>63</b>	<b>403</b>

Ombudsman complaint management	Nov 2021	Jul - Nov 2021
Open investigations	49	N/A
Investigations commenced	3	10
Investigations finalised	13	51
Early resolution transfers	8	53
Preliminary inquiries	14	48

Ombudsman investigation primary outcomes	Nov 2021	Jul - Nov 2021
Further explanation provided by NHPO	3	27
Informal feedback provided to Agency	8	8
Apology or acknowledgement provided by Ahpra	0	5
Ahpra agreed to assess new material	2	3
Matter to be reconsidered by the Board	0	2
Other investigation outcome	0	6
<b>Total</b>	<b>13</b>	<b>51</b>