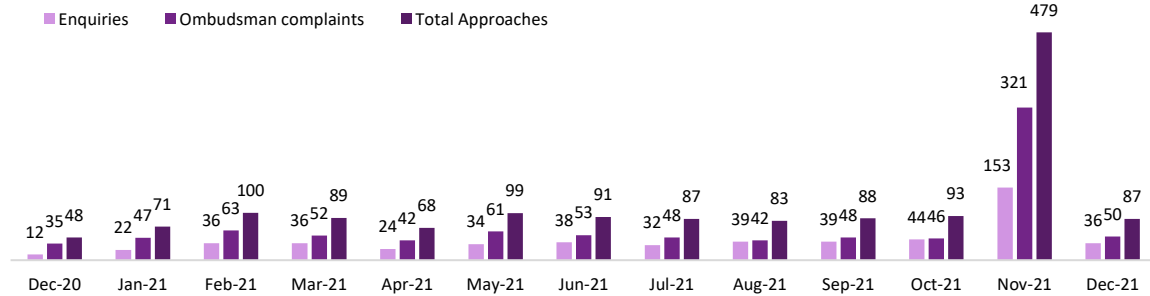


Monthly complaints report

Reporting period: 1 December 2021 to 31 December 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.

Approaches to the NHPO



Ombudsman complaints by profession	Dec 2021
Medical	34
Psychology	6
Nursing	3
Unknown	2
Chinese Medicine	1
Dental	1
Occupational Therapy	1
Paramedicine	1
Physiotherapy	1
Total	50

Ombudsman complaints by type	Dec 2021
Notification	30
Registration	14
Accreditation	2
Customer service	2
Pandemic policy or response	2
Total	50

Source of Ombudsman complaints	Dec 2021
Health practitioner	30
Notifier	12
Third party/general public	6
Health practitioner (acting as a notifier)	2
Total	*50

* 50 complaints were made by 41 individual complainants

Location of complainant



Approaches	Dec 2021	Jul - Dec 2021	Dec 2020	Jul - Dec 2020
Ombudsman complaints	50 ↑	555 ↑	34	262
Privacy complaints	0 —	6 ↑	0	1
FOI matters	1 —	8 ↓	1	10
Notifiable data breaches	0 —	5 ↑	0	0
Enquiries	36 ↑	344 ↑	11	176
Total	87 ↑	917 ↑	46	449

Ombudsman complaint management	Dec 2021	Jul - Dec 2021
Open investigations	45	N/A
Investigations commenced	1	11
Investigations finalised	5	56
Early resolution transfers	8	61
Preliminary inquiries	5	53

Ombudsman investigation primary outcomes	Dec 2021	Jul - Dec 2021
Further explanation provided by NHPO	4	31
Informal feedback provided to Agency	1	9
Apology or acknowledgement provided by Ahpra	0	5
Ahpra agreed to assess new material	0	3
Matter to be reconsidered by the Board	0	2
Other investigation outcome	0	6
Total	5	56