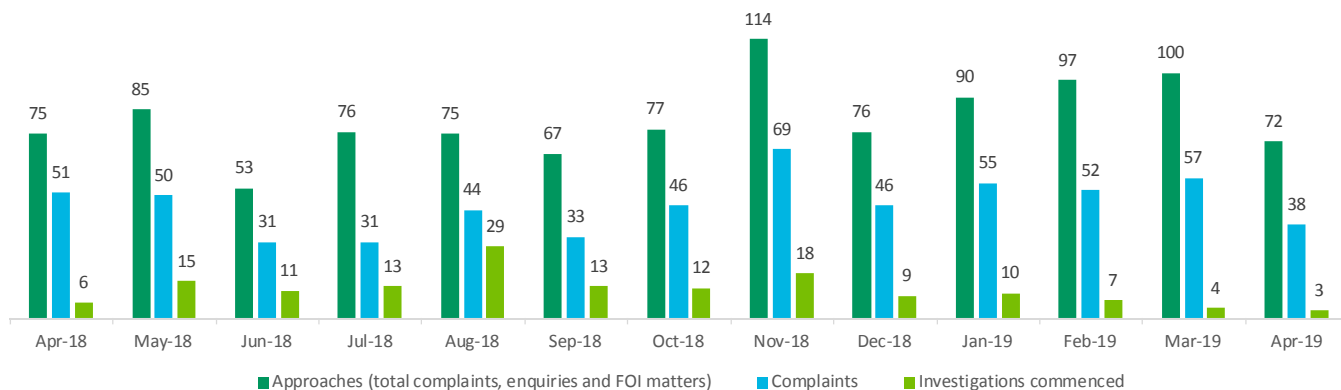


# Monthly complaints report

Reporting period: 1 April 2019 to 30 April 2019

Approaches to the NHPOPC



Approach	April 2019	July 2019 – April 2019	April 2018	July 2017 – April 2018
Enquiries	29 ↑	347 ↑	24	293
Complaints	38 ↓	471 ↑	51	363
FOI matters*	5	26	–	–
<b>Total</b>	<b>72 ↓</b>	<b>844 ↑</b>	<b>75</b>	<b>656</b>

\*New function of the NHPOPC as of 1 December 2018

Complaints by profession	April 2019
Nursing	13
Medical	11
Psychology	4
Occupational Therapy	3
Unknown	2
Chinese Medicine	1
Dental	1
Pharmacy	1
Physiotherapy	1
Podiatry	1
<b>Total</b>	<b>38</b>

Type of complaint	April 2019
Registration delay	13
Handling of notification – complaint by notifier	11
Registration process or policy	5
Other	4
Handling of notification – complaint by a practitioner	3
Breach of privacy/handling of personal information	1
Registration fees	1
<b>Total</b>	<b>38</b>

Freedom of Information matters	April 2019
Application by AHPRA for extension of time to process FOI application	2
Application for review of AHPRA's FOI decision	2
Notice by AHPRA of agreement with applicant for extension of time to process FOI application	1
<b>Total</b>	<b>5</b>

Investigations	April 2019	July 2018 – March 2019
Open investigations	60	n/a
Investigations commenced	3	118
Investigations finalised	12	115
Warm transfers to AHPRA	16	161

Outcomes on investigations	April 2019	July 2018 – April 2019
Further explanation provided to the complainant by the NHPOPC	5	64
Assisted resolution	4	9
Formal comments provided to AHPRA/National Board	3	42
<b>Total</b>	<b>12</b>	<b>115</b>

## Case study

Maya's husband died shortly after being discharged from hospital. Maya made a notification to AHPRA as she disagreed with the clinical decisions made in relation to her husband's release from hospital.

Ultimately, the Medical Board decided to take no further action following AHPRA's investigation. Maya approached the NHPOPC, as she believed AHPRA's investigation was inadequate and she was confused about the notification process.

The NHPOPC investigated Maya's complaint and decided to provide formal comments to AHPRA. The NHPOPC found that AHPRA failed to send a notification acknowledgment letter to Maya. As a result, Maya never received crucial information which may have assisted her to understand the notification process. In addition, some of AHPRA's responses to Maya were not timely.

AHPRA apologised to Maya and acknowledged that its communications, particularly during the initial stages, did not meet its standards. AHPRA pointed to its recent introduction of a central intake and assessment team and training workshops as steps it is taking to improve its communications with notifiers and health practitioners during the notification process.