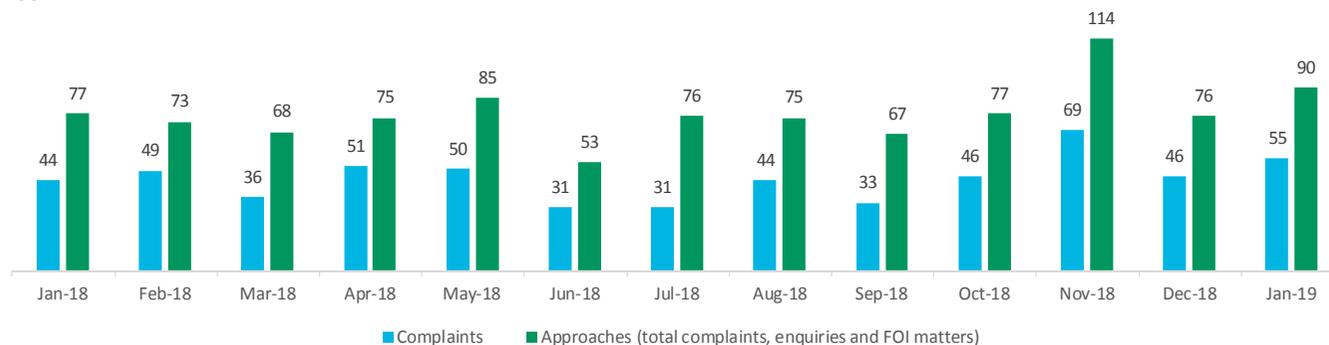


Monthly complaints report

Reporting period: 1 January 2019 to 31 January 2019

Approaches to the NHPOPC



Approach	January 2019	July 2018 – January 2019	January 2018	July 2017 – January 2018
Enquiries	28 ↓	241 ↑	33	213
Complaints	55 ↑	324 ↑	44	227
FOI matters*	7	10	–	–
Total	90 ↑	575 ↑	77	440

*New function of the NHPOPC as of 1 December 2018

Complaints by entity	January 2019
AHPRA	34
AHPRA and Medical Board	11
AHPRA and Nursing and Midwifery Board	4
AHPRA and Psychology Board	2
AHPRA and Dental Board	2
AHPRA and Chinese Medicine Board	1
AHPRA and Optometry Board	1
Total	55

Type of complaint	January 2019
Registration delay	19
Handling of notification – complaint by notifier	18
Handling of notification – complaint by practitioner	5
Registration process or policy	4
Breach of privacy/handling of personal information	3
Handling for requests for documents under Freedom of Information	3
Other	3
Total	55

Freedom of Information matters	January 2019
Section 54D(3) – Extension of time application (to deal with an application for internal review)	3
Section 15AB – Extension of time application (to process a complex or voluminous request)	2
Section 15AA – Extension of time notice (by agreement)	2
Total	7

Investigations	January 2019	July 2018 – January 2019
Open investigations	85	n/a
Investigations commenced	10	104
Investigations finalised	11	76
Warm transfers to AHPRA	22	85

Outcomes on investigations	January 2019	July 2018 – January 2019
Further explanation provided to the complainant by the NHPOPC	6	48
Formal comments provided to AHPRA/National Board	5	23
Assisted resolution	–	5
Total	11	76

Case study

The NHPOPC received a complaint from a notifier regarding AHPRA's administrative complaints process. The complainant advised the NHPOPC that AHPRA failed to assist him to lodge a formal complaint when he expressed dissatisfaction with the handling of his notification.

The NHPOPC's investigation uncovered issues with the responsiveness of AHPRA's complaint service. The NHPOPC found that there was a significant delay on AHPRA's part in responding to the complainant's concerns. AHPRA also failed to appropriately advise the complainant of the appropriate steps for lodging a formal complaint.

The NHPOPC provided formal comments to AHPRA regarding its failure to comply with its complaint-handling policy and procedure. In response to the NHPOPC's comments, AHPRA advised that it is currently redeveloping its complaint-handling policy and procedure document, and that it will be facilitating further training for staff regarding the importance of great customer service and responsive complaint management.