



## 5. Appendices

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# 5. Appendices

## 5.1 AHPRA register of national boards and professionals

National Board	Profession	Division
Aboriginal and Torres Strait Islander Health Practice Board of Australia	Aboriginal and Torres Strait Islander Health Practitioner	
Chinese Medicine Board of Australia	Chinese Medicine Practitioner	Acupuncturist Chinese herbal medicine practitioner Chinese herbal dispenser
Chiropractic Board of Australia	Chiropractor	
Dental Board of Australia	Dental Practitioner	Dentist Dental therapist Dental hygienist Dental prosthetist Oral health therapist
Medical Board of Australia	Medical Practitioner	
Medical Radiation Practice Board of Australia	Medical Radiation Practitioner	Diagnostic radiographer Nuclear medicine technologists Radiation therapist
Nursing and Midwifery Board of Australia	Midwife and Nurse	Registered nurse (Division 1) Enrolled nurse (Division 2)
Occupational Therapy Board of Australia	Occupational therapist	
Optometry Board of Australia	Optometrist	
Osteopathy Board of Australia	Osteopath	
Paramedicine Board of Australia	Paramedics	
Pharmacy Board of Australia	Pharmacist	
Physiotherapy Board of Australia	Physiotherapist	
Podiatry Board of Australia	Podiatrist	
Psychology Board of Australia	Psychologist	

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## 5.2 Specific complaint issue raised in a complaint about a health service

The table below details the number of times a specific complaint issue<sup>3</sup> was raised in a complaint about a health service. The individual complaint issues are grouped by overarching issue category. Within each issue category, the proportions detailed in the table will sum to 100%.

Complaint category and issues	2016-17		2017-18		2018-19	
	#	%	#	%	#	%
<b>Treatment</b>						
Attendance	7	0.7%	7	0.6%	6	0.6%
Coordination of treatment	109	10.4%	63	5.8%	42	4.4%
Delay in treatment	53	5.1%	38	3.5%	61	6.5%
Diagnosis	62	5.9%	110	10.1%	107	11.3%
Excessive treatment	20	1.9%	27	2.5%	12	1.3%
Experimental treatment	3	0.3%	4	0.4%	1	0.1%
Inadequate consultation	139	13.3%	130	11.9%	96	10.2%
Inadequate treatment	272	26.0%	351	32.2%	331	35.1%
Infection control	18	1.7%	20	1.8%	10	1.1%
No/inappropriate referral	24	2.3%	30	2.7%	35	3.7%
Public/private election	1	0.1%	3	0.3%	1	0.1%
Rough and painful treatment	28	2.7%	21	1.9%	36	3.8%
Unexpected treatment outcome/complications	255	24.3%	206	18.9%	143	15.1%
Withdrawal of treatment	20	1.9%	26	2.4%	20	2.1%
Wrong/inappropriate treatment	37	3.5%	55	5.0%	43	4.6%
<b>Total</b>	<b>1,048</b>	<b>100%</b>	<b>1,091</b>	<b>100%</b>	<b>944</b>	<b>100%</b>
<b>Communication &amp; information</b>						
Attitude/Manner	215	53.9%	270	50.7%	279	51.4%
Inadequate information provided	66	16.5%	85	15.9%	92	16.9%
Incorrect/misleading information provided	70	17.5%	125	23.5%	106	19.5%
Special needs not accommodated	48	12.0%	53	9.9%	66	12.2%
<b>Total</b>	<b>399</b>	<b>100%</b>	<b>533</b>	<b>100%</b>	<b>543</b>	<b>100%</b>
<b>Fees and costs</b>						
Billing Practices	200	48.9%	181	50.6%	182	52.0%
Cost of treatment	91	22.2%	108	30.2%	71	20.3%
Financial consent	118	28.9%	69	19.3%	97	27.7%
<b>Total</b>	<b>409</b>	<b>100%</b>	<b>358</b>	<b>100%</b>	<b>350</b>	<b>100%</b>

<sup>3</sup> Only complaint issues identified in health complaints closed over the past three years are included in Appendix 5.2.



Complaint category and issues	2016-17		2017-18		2018-19	
	#	%	#	%	#	%
<b>Access</b>						
Access to facility	5	1.7%	5	1.7%	10	4.0%
Access to subsidies	9	3.0%	7	2.3%	3	1.2%
Refusal to Admit or Treat	84	28.0%	84	28.1%	68	27.5%
Remoteness of Service	0	0.0%	3	1.0%	7	2.8%
Service Availability	132	44.0%	115	38.5%	96	38.9%
Waiting lists	70	23.3%	85	28.4%	63	25.5%
<b>Total</b>	<b>300</b>	<b>100%</b>	<b>299</b>	<b>100%</b>	<b>247</b>	<b>100%</b>
<b>Medication</b>						
Administering medication	37	20.6%	53	23.2%	30	15.6%
Dispensing medication	19	10.6%	34	14.9%	16	8.3%
Prescribing medication	116	64.4%	132	57.9%	136	70.8%
Supply/security/storage of medication	8	4.4%	9	3.9%	10	5.2%
<b>Total</b>	<b>180</b>	<b>100%</b>	<b>228</b>	<b>100%</b>	<b>192</b>	<b>100%</b>
<b>Inquiry service only</b>						
Request for information - HaDSCO	8	11.8%	23	16.5%	19	17.3%
Request for information - Complaint mechanisms	28	41.2%	46	33.1%	30	27.3%
Request for information - Health Service	27	39.7%	49	35.3%	44	40.0%
Request for information - Other	5	7.4%	19	13.7%	17	15.5%
Resources	0	0.0%	2	1.4%	0	0.0%
<b>Total</b>	<b>68</b>	<b>100%</b>	<b>139</b>	<b>100%</b>	<b>110</b>	<b>100%</b>
<b>Medical records</b>						
Access to/transfer of records	104	75.4%	55	66.3%	82	78.8%
Record keeping	23	16.7%	22	26.5%	17	16.3%
Records management	11	8.0%	6	7.2%	5	4.8%
<b>Total</b>	<b>138</b>	<b>100%</b>	<b>83</b>	<b>100%</b>	<b>104</b>	<b>100%</b>
<b>Professional conduct</b>						
Assault	3	2.2%	5	6.4%	2	2.4%
Boundary violation	3	2.2%	4	5.1%	2	2.4%
Breach of condition	0	0.0%	2	2.6%	1	1.2%
Competence	77	57.5%	41	52.6%	43	50.6%
Discriminatory conduct	20	14.9%	8	10.3%	5	5.9%
Emergency treatment not provided	0	0.0%	2	2.6%	2	2.4%
Illegal practice	1	0.7%	1	1.3%	1	1.2%
Impairment	4	3.0%	2	2.6%	2	2.4%
Inappropriate disclosure of information	19	14.2%	10	12.8%	18	21.2%
Misrepresentation of qualifications	5	3.7%	2	2.6%	4	4.7%
Sexual misconduct	2	1.5%	1	1.3%	5	5.9%
<b>Total</b>	<b>134</b>	<b>100%</b>	<b>78</b>	<b>100%</b>	<b>85</b>	<b>100%</b>





Complaint category and issues	2016-17		2017-18		2018-19	
	#	%	#	%	#	%
<b>Reports / certificates</b>						
Accuracy of report/certificate	19	33.3%	21	43.8%	26	44.8%
Cost of report/certificate	3	5.3%	3	6.3%	4	6.9%
Refusal to provide report/certificate	12	21.1%	12	25.0%	15	25.9%
Report written with inadequate / no consultation	4	7.0%	1	2.1%	4	6.9%
Timeliness of report/certificate	19	33.3%	11	22.9%	9	15.5%
<b>Total</b>	<b>57</b>	<b>100%</b>	<b>48</b>	<b>100%</b>	<b>58</b>	<b>100%</b>
<b>Discharge and transfer arrangements</b>						
Delay	8	14.8%	3	4.6%	5	8.9%
Inadequate discharge	40	74.1%	54	83.1%	42	75.0%
Mode of transport	3	5.6%	4	6.2%	3	5.4%
Patient not reviewed	3	5.6%	4	6.2%	6	10.7%
<b>Total</b>	<b>54</b>	<b>100%</b>	<b>65</b>	<b>100%</b>	<b>56</b>	<b>100%</b>
<b>Environment / management of facilities</b>						
Administrative processes	14	16.9%	10	18.9%	9	21.4%
Cleanliness/hygiene of facility	24	28.9%	13	24.5%	11	26.2%
Physical environment of facility	36	43.4%	21	39.6%	16	38.1%
Staffing and rostering	6	7.2%	6	11.3%	4	9.5%
Statutory obligations/accreditation standards not met	3	3.6%	3	5.7%	2	4.8%
<b>Total</b>	<b>83</b>	<b>100%</b>	<b>53</b>	<b>100%</b>	<b>42</b>	<b>100%</b>
<b>Grievance processes</b>						
Inadequate/no response to complaint	25	89.3%	29	80.6%	27	81.8%
Information about complaints procedures not provided	0	0.0%	4	11.1%	2	6.1%
Reprisal/retaliation as result of complaint lodged	3	10.7%	3	8.3%	4	12.1%
<b>Total</b>	<b>28</b>	<b>100%</b>	<b>36</b>	<b>100%</b>	<b>33</b>	<b>100%</b>
<b>Consent</b>						
Consent not obtained or inadequate	14	82.4%	13	54.2%	22	78.6%
Involuntary admission or treatment	0	0.0%	3	12.5%	0	0.0%
Uninformed consent	3	17.6%	8	33.3%	6	21.4%
<b>Total</b>	<b>17</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>
<b>Carers Charter</b>						
Failure to consider needs of carer	5	23.8%	1	9.1%	6	25.0%
Failure to consult carer	11	52.4%	7	63.6%	10	41.7%
Failure to treat carer with respect and dignity	4	19.0%	1	9.1%	6	25.0%
Unsatisfactory complaint handling	1	4.8%	2	18.2%	2	8.3%
<b>Total</b>	<b>21</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>24</b>	<b>100%</b>

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### 5.3 Health providers prescribed under s75 of the *Health and Disability Services (Complaints) Act 1995*.

Prescribed entity
Abbotsford Private Hospital
Albany Community Hospice
Attadale Rehabilitation Hospital
Bethesda Hospital
Department of Justice <sup>1</sup>
Child and Adolescent Health Service
East Metropolitan Health Service
North Metropolitan Health Service
South Metropolitan Health Service
WA Country Health Service <sup>2</sup>
Glengarry Private Hospital
Hollywood Private Hospital
Joondalup Health Campus
Mount Hospital
Ngala Family Services
Peel Health Campus
Perth Clinic
Royal Flying Doctor Service
Silver Chain Nursing Association Incorporated
South Perth Hospital
St John Ambulance Service
St John of God Hospital <sup>3, 4</sup>
Subiaco Private Hospital
The Marian Centre
Waikiki Private Hospital

<sup>1</sup> Formerly the Department of Corrective Services.

<sup>2</sup> Includes Busselton Hospice Care Incorporated.

<sup>3</sup> Includes the following St John of God Hospitals: Bunbury, Geraldton, Mt Lawley, Murdoch, Midland (private and public) & Subiaco.

<sup>4</sup> St John of God Mt Lawley Hospital was previously known as Mercy Hospital and Mount Lawley Private Hospital.

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## 5.4 Specific complaint issue raised in a complaint about a disability service

The table below details the number of times a specific complaint issue<sup>4</sup> was raised in a complaint about a disability service. The individual complaint issues are grouped by the overarching issue category. Within each issue category, the proportions detailed in the table will sum to 100%.

Complaint category and issues	2016-17		2017-18		2018-19	
	#	%	#	%	#	%
<b>Service Delivery</b>						
Staff conduct	9	26.5%	11	22.4%	15	17.2%
No/inadequate service	2	5.9%	7	14.3%	14	16.1%
Service delayed	1	2.9%	2	4.1%	6	6.9%
Service eligibility	1	2.9%	0	0.0%	2	2.3%
Service reduced	3	8.8%	8	16.3%	2	2.3%
Service refused	3	8.8%	2	4.1%	3	3.4%
Treatment/care	4	11.8%	14	28.6%	17	19.5%
Service withdrawn	7	20.6%	0	0.0%	6	6.9%
Communication	4	11.8%	5	10.2%	22	25.3%
<b>Total</b>	<b>34</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>87</b>	<b>100%</b>
<b>Service Management</b>						
Physical environment	1	6.7%	5	13.5%	5	17.2%
Participation	0	0.0%	1	2.7%	0	0.0%
Monitoring performance	0	0.0%	3	8.1%	1	3.4%
Roles and responsibilities	2	13.3%	1	2.7%	1	3.4%
Staff competence	5	33.3%	12	32.4%	6	20.7%
Administration/record keeping	1	6.7%	1	2.7%	5	17.2%
Funding	5	33.3%	10	27.0%	6	20.7%
Coordinated service delivery	1	6.7%	4	10.8%	5	17.2%
<b>Total</b>	<b>15</b>	<b>100%</b>	<b>37</b>	<b>100%</b>	<b>29</b>	<b>100%</b>
<b>Individual Needs</b>						
Policies/procedures	2	28.6%	1	10.0%	0	0.0%
Reviewing changing needs	3	42.9%	4	40.0%	3	20.0%
Facilities and services	1	14.3%	0	0.0%	5	33.3%
Support	1	14.3%	5	50.0%	4	26.7%
Sensitivity	0	0.0%	0	0.0%	3	20.0%
<b>Total</b>	<b>7</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>15</b>	<b>100%</b>

<sup>4</sup> Only complaint issues identified in disability complaints closed over the past three years are included in Appendix 5.4.



Complaint category and issues	2016-17		2017-18		2018-19	
	#	%	#	%	#	%
<b>Service Costs and Financial Assistance</b>						
Cost	1	6.7%	4	30.8%	9	60.0%
Financial assistance/funding	14	93.3%	9	69.2%	6	40.0%
<b>Total</b>	<b>15</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>15</b>	<b>100%</b>
<b>Enquiry Only</b>						
Request for information - complaint mechanisms	18	85.7%	0	0.0%	4	30.8%
Request for information - disability service	0	0.0%	1	33.3%	2	15.4%
Request for information - HaDSCO	3	14.3%	0	0.0%	6	46.2%
Resources	0	0.0%	2	66.7%	1	7.7%
<b>Total</b>	<b>21</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>13</b>	<b>100.0%</b>
<b>Carers Charter</b>						
Failure to consider needs of carer	2	15.4%	1	14.3%	5	45.5%
Failure to consult carer	7	53.8%	3	42.9%	2	18.2%
Failure to treat the carer with respect and dignity	3	23.1%	1	14.3%	2	18.2%
Unsatisfactory complaints handling	1	7.7%	2	28.6%	2	18.2%
<b>Total</b>	<b>13</b>	<b>100%</b>	<b>7</b>	<b>100%</b>	<b>11</b>	<b>100%</b>
<b>Complaints and Disputes</b>						
Policies and procedures	2	12.5%	0	0.0%	3	37.5%
Complaint resolution	14	87.5%	4	80.0%	5	62.5%
Privacy	0	0.0%	1	20.0%	0	0.0%
<b>Total</b>	<b>16</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>8</b>	<b>100%</b>
<b>Privacy, dignity and confidentiality</b>						
Policies and procedures	0	0.0%	0	0.0%	1	12.5%
Consumer information	0	0.0%	0	0.0%	3	37.5%
Consent	0	0.0%	1	33.3%	3	37.5%
Consumer rights	1	100%	2	66.7%	1	12.5%
<b>Total</b>	<b>1</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>8</b>	<b>100%</b>

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Complaint category and issues	2016-17		2017-18		2018-19	
	#	%	#	%	#	%
<b>Decision Making and Choice</b>						
Policies and procedures	2	22.2%	2	20.0%	1	25.0%
Informed choices	6	66.7%	4	40.0%	3	75.0%
Advocate	0	0.0%	2	20.0%	0	0.0%
Risk management	1	11.1%	2	20.0%	0	0.0%
<b>Total</b>	<b>9</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>4</b>	<b>100%</b>
<b>Legal and Human Rights</b>						
Policies and procedures	0	0.0%	1	20.0%	1	25.0%
Exercise rights	0	0.0%	1	20.0%	0	0.0%
Response to allegations of abuse/neglect	4	100%	3	60.0%	3	75.0%
<b>Total</b>	<b>4</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>4</b>	<b>100%</b>
<b>Service Access</b>						
Policies/procedures	2	50.0%	1	100%	2	50.0%
Entrance/exit criteria priority	1	25.0%	0	0.0%	1	25.0%
Appropriate referral	0	0.0%	0	0.0%	1	25.0%
Information sharing	1	25.0%	0	0.0%	0	0.0%
<b>Total</b>	<b>4</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>4</b>	<b>100%</b>
<b>Contribution to Community</b>						
Abilities, contribution and competence	0	0.0%	0	0.0%	1	100%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>
<b>Participation and Integration</b>						
Community involvement	1	100%	0	0.0%	0	0.0%
<b>Total</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

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## 5.5 Disability providers who are prescribed under S48A of the *Disability Services Act 1993*

Disability service provider	Legal Name
Ability Centre	The Cerebral Palsy Association of Western Australia Ltd
Activ	Activ Foundation Incorporated
Adventist Residential Care Nollamara	Seventh-day Adventist Aged Care (Western Australia)
Autism Association of Western Australia	Autism Association of Western Australia Inc
Avivo (previously Perth Home Care Services)	Perth Home Care Services Inc.
Baptistcare	Baptistcare Incorporated
Community Living Association	Community Living Association Inc.
Department of Communities <sup>1</sup>	Department of Communities
Empowering People in Communities (EPIC)	Empowering People in Communities (EPIC) Inc.
Enable Western Australia	Enable Southwest Inc.
Identitywa	Identitywa
Lady Lawley Cottage	Australian Red Cross Society (t/as Lady Lawley Cottage)
Lifestyle Solutions	Lifestyle Solutions (Aust) Ltd (Western Operations)
Mosaic Community Care	Mosaic Community Care Inc.
My Place	My Place Foundation Inc.
Nulsen	Nulsen Haven Association (Inc.)
Rocky Bay	Rocky Bay Incorporated
Senses Australia	Senses Australia
Therapy Focus	Therapy Focus Incorporated
UnitingCare West	UnitingCare West

<sup>1</sup> Formerly known as the Disability Services Commission.

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## 5.6 Specific complaint issue raised in a complaint about a mental health service

The table below details the number of times a specific complaint issue<sup>5</sup> was raised in a complaint about a mental health service. The individual complaint issues are grouped by the overarching issue category. Within each issue category, the proportions detailed in the table will sum to 100%.

Complaint category and issues	2016-17		2017-18		2018-19	
	#	%	#	%	#	%
<b>Quality of clinical care</b>						
Inadequate assessment	41	21.5%	61	32.1%	51	26.6%
Inadequate treatment/therapy	35	18.3%	28	14.7%	28	14.6%
Poor coordination of treatment	11	5.8%	10	5.3%	12	6.3%
Failure to provide safe environment	12	6.3%	25	13.2%	14	7.3%
Pain issues	1	0.5%	2	1.1%	1	0.5%
Medication issues	54	28.3%	40	21.1%	48	25.0%
Post procedure complications	1	0.5%	1	0.5%	2	1.0%
Inadequate infection control	1	0.5%	0	0.0%	1	0.5%
Discharge or transfer arrangements	33	17.3%	20	10.5%	24	12.5%
Refusal to refer or assist to obtain a second opinion	2	1.0%	3	1.6%	11	5.7%
<b>Total</b>	<b>191</b>	<b>100%</b>	<b>190</b>	<b>100%</b>	<b>192</b>	<b>100%</b>
<b>Communication</b>						
Inadequate medical information provided	14	11.4%	6	4.4%	12	8.9%
Inadequate information about services available	8	6.5%	6	4.4%	3	2.2%
Misinformation/failure in communication (not failure to consult)	14	11.4%	14	10.3%	19	14.1%
Inadequate/inaccurate personal information in a medical records	3	2.4%	10	7.4%	5	3.7%
Inadequate written communication	2	1.6%	3	2.2%	0	0.0%
Inappropriate verbal/non-verbal communication	21	17.1%	32	23.5%	30	22.2%
Failure to listen to consumer/representative/carer/family	61	49.6%	65	47.8%	66	48.9%
<b>Total</b>	<b>123</b>	<b>100%</b>	<b>136</b>	<b>100%</b>	<b>135</b>	<b>100%</b>

<sup>5</sup> Only complaint issues identified in mental health complaints closed over the past three years are included in Appendix 5.6.



Complaint category and issues	2016-17		2017-18		2018-19	
	#	%	#	%	#	%
<b>Rights, respect and dignity</b>						
Consumer rights (WA Public Patients Hospital Charter)	6	7.5%	7	9.5%	16	17.0%
Inconsiderate service/lack of courtesy	12	15.0%	8	10.8%	9	9.6%
Absence of compassion	15	18.8%	19	25.7%	36	38.3%
Failure to ensure privacy	2	2.5%	4	5.4%	5	5.3%
Breach of confidentiality	8	10.0%	3	4.1%	10	10.6%
Discrimination leading to less favourable health treatment	4	5.0%	2	2.7%	1	1.1%
Failure to fulfil Mental Health legislation requirements	19	23.8%	23	31.1%	9	9.6%
Certificate or report problem	6	7.5%	5	6.8%	5	5.3%
Denying/restricting access to personal health records	8	10.0%	3	4.1%	3	3.2%
<b>Total</b>	<b>80</b>	<b>100%</b>	<b>74</b>	<b>100%</b>	<b>94</b>	<b>100%</b>
<b>Professional conduct</b>						
Inaccuracy of records	5	15.6%	7	20.6%	12	30.0%
Illegal practices	3	9.4%	1	2.9%	3	7.5%
Physical/mental impairment of health professional	1	3.1%	0	0.0%	0	0.0%
Sexual impropriety	0	0.0%	1	2.9%	0	0.0%
Aggression/assault	8	25.0%	4	11.8%	6	15.0%
Unprofessional behaviour	15	46.9%	20	58.8%	19	47.5%
Fraud/illegal practice of financial nature	0	0.0%	1	2.9%	0	0.0%
<b>Total</b>	<b>32</b>	<b>100%</b>	<b>34</b>	<b>100%</b>	<b>40</b>	<b>100%</b>
<b>Decision making</b>						
Failure to consult and involve in decision-making process	40	49.4%	19	38.8%	6	18.2%
Choice regarding treatment as public/private patient	3	3.7%	4	8.2%	3	9.1%
Consent not informed	15	18.5%	6	12.2%	3	9.1%
Consent not obtained	11	13.6%	5	10.2%	3	9.1%
Consent invalid	12	14.8%	15	30.6%	18	54.5%
<b>Total</b>	<b>81</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>33</b>	<b>100%</b>
<b>Access</b>						
Delay in admission/treatment	11	22.9%	6	17.1%	1	3.6%
Waiting list delay	3	6.3%	0	0.0%	2	7.1%
Staff member or contractor unavailable	1	2.1%	2	5.7%	1	3.6%
Inadequate resources/lack of service	10	20.8%	8	22.9%	7	25.0%
Refusal to provide services	21	43.8%	19	54.3%	17	60.7%
Failure to provide advice about transport options	1	2.1%	0	0.0%	0	0.0%
Physical access/entry	1	2.1%	0	0.0%	0	0.0%
<b>Total</b>	<b>48</b>	<b>100%</b>	<b>35</b>	<b>100%</b>	<b>28</b>	<b>100%</b>





Complaint category and issues	2016-17		2017-18		2018-19	
	#	%	#	%	#	%
<b>Carers Charter</b>						
Failure to consider the needs of a carer	9	28.1%	7	38.9%	4	21.1%
Failure to consult a carer	15	46.9%	8	44.4%	7	36.8%
Failure to treat a carer with respect and dignity	4	12.5%	2	11.1%	3	15.8%
Unsatisfactory complaint handling of carer complaint	4	12.5%	1	5.6%	5	26.3%
<b>Total</b>	<b>32</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>19</b>	<b>100%</b>
<b>Grievances</b>						
Response to a complaint	10	71.4%	8	61.5%	14	77.8%
Retaliation/negative outcomes as a result of making a complaint	4	28.6%	5	38.5%	4	22.2%
<b>Total</b>	<b>14</b>	<b>100.0%</b>	<b>13</b>	<b>100.0%</b>	<b>18</b>	<b>100.0%</b>
<b>Corporate Services</b>						
Administrative actions of a hospital/health service	3	18.8%	6	26.1%	1	9.1%
Records management	3	18.8%	2	8.7%	2	18.2%
Catering	0	0.0%	1	4.3%	1	9.1%
Physical surroundings/environment	7	43.8%	6	26.1%	2	18.2%
Security	1	6.3%	6	26.1%	3	27.3%
Cleaning/maintenance	2	12.5%	2	8.7%	2	18.2%
<b>Total</b>	<b>16</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>11</b>	<b>100%</b>
<b>Costs</b>						
Inadequate information about costs	0	0.0%	8	28.6%	2	20.0%
Unsatisfactory billing process	3	27.3%	3	10.7%	1	10.0%
Amount charged	6	54.5%	13	46.4%	4	40.0%
Over-servicing	1	9.1%	1	3.6%	1	10.0%
Private health insurance and claim handling	0	0.0%	2	7.1%	0	0.0%
Lost property	0	0.0%	1	3.6%	0	0.0%
Responsibility for costs and resourcing	1	9.1%	0	0.0%	2	20.0%
<b>Total</b>	<b>11</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>10</b>	<b>100%</b>

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