

Summary of service provider complaint report

Monash ELMHS

2021-22



Introduction

Purpose

The purpose of this summary presentation is to showcase key data for complaints made to the MHCC and complaints and compliments made directly to your service, largely focusing on the 2021-22 reporting year.

This summary outlines a range of complaints and compliments statistics, including who complainants are, what issues were raised, and how the complaints were resolved.

Interpreting the data

Caution should be used when drawing conclusions from relative numbers of complaints reported by services.

High numbers of complaints reported by services may represent effective complaints reporting processes, a positive complaints culture and/or demonstrate high numbers of issues experienced by people who use the service.

Conversely, low numbers of complaints may indicate issues with the recording of complaints or the service's approach to complaints, or a high level of satisfaction with the service.

Complaints represent people's experience, and a sign of a positive complaints culture would be higher numbers of complaints to services and lower number of complaints to the MHCC, reflecting that people feel confident to raise their concerns with the service.

The role of the MHCC

The MHCC collates and analyses complaints data about public mental health services to:



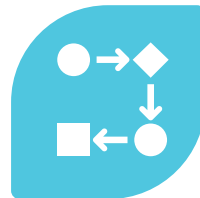
identify key themes and emerging issues across the sector



gain insights into the concerns/experiences of consumers, families and carers



increase awareness of systemic issues and improvement opportunities



understand the status of complaint processes and reporting across the sector



inform our projects and recommendations



Number of
complaints and
compliments

How many complaints were made? 2021-22

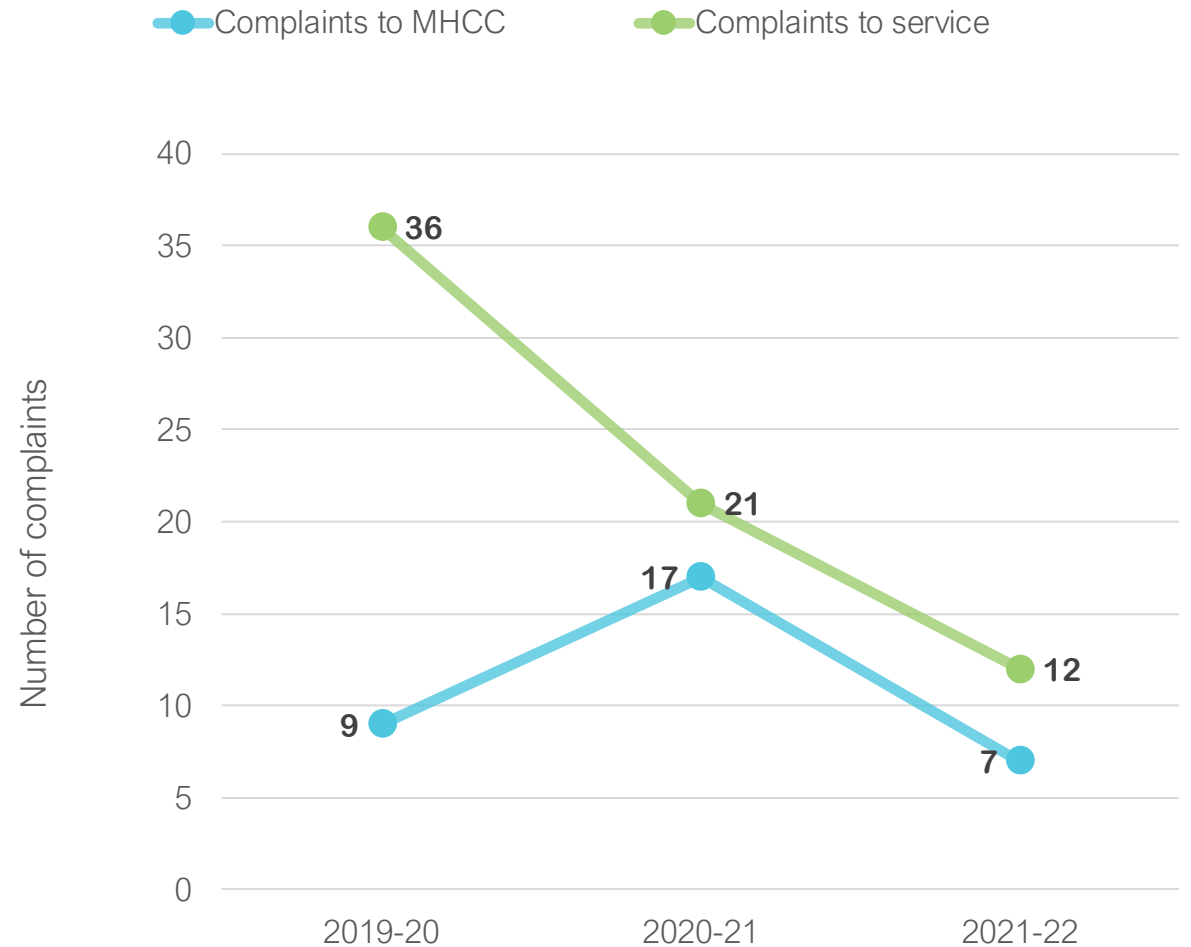
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Complaints to MHCC
about Monash ELMHS

12

Complaints to
Monash ELMHS

- Both the number of complaints made to the MHCC about Monash ELMHS and the number of complaints directly to the service decreased in 2021-2022 compared with the previous year.
- In 2021-22, the number of complaints made to the MHCC about Monash ELMHS was slightly lower than the number of complaints made directly to the service.
- The number of complaints made directly to the service has steadily decreased since 2019-20. While the number of complaints made to the MHCC about Monash ELMHS increased in 2020-2021, it has decreased to a level below that recorded in 2019-20.



Complaint and compliment rates

2021-22

- Sector medians instead of averages are shown, as the majority of services have relatively lower rates of complaints and compliments, with fewer services having higher rates of complaints and compliments. Half of all services have complaint and compliment rates below the sector median.
- Note that the sector in this report refers to other services that primarily provide services to children, adolescents and youth.
- Compared to the sector, the rate of complaints made to the MHCC about Monash ELMHS was the same, but complaints made directly to the service was lower.

Complaints about Monash ELMHS

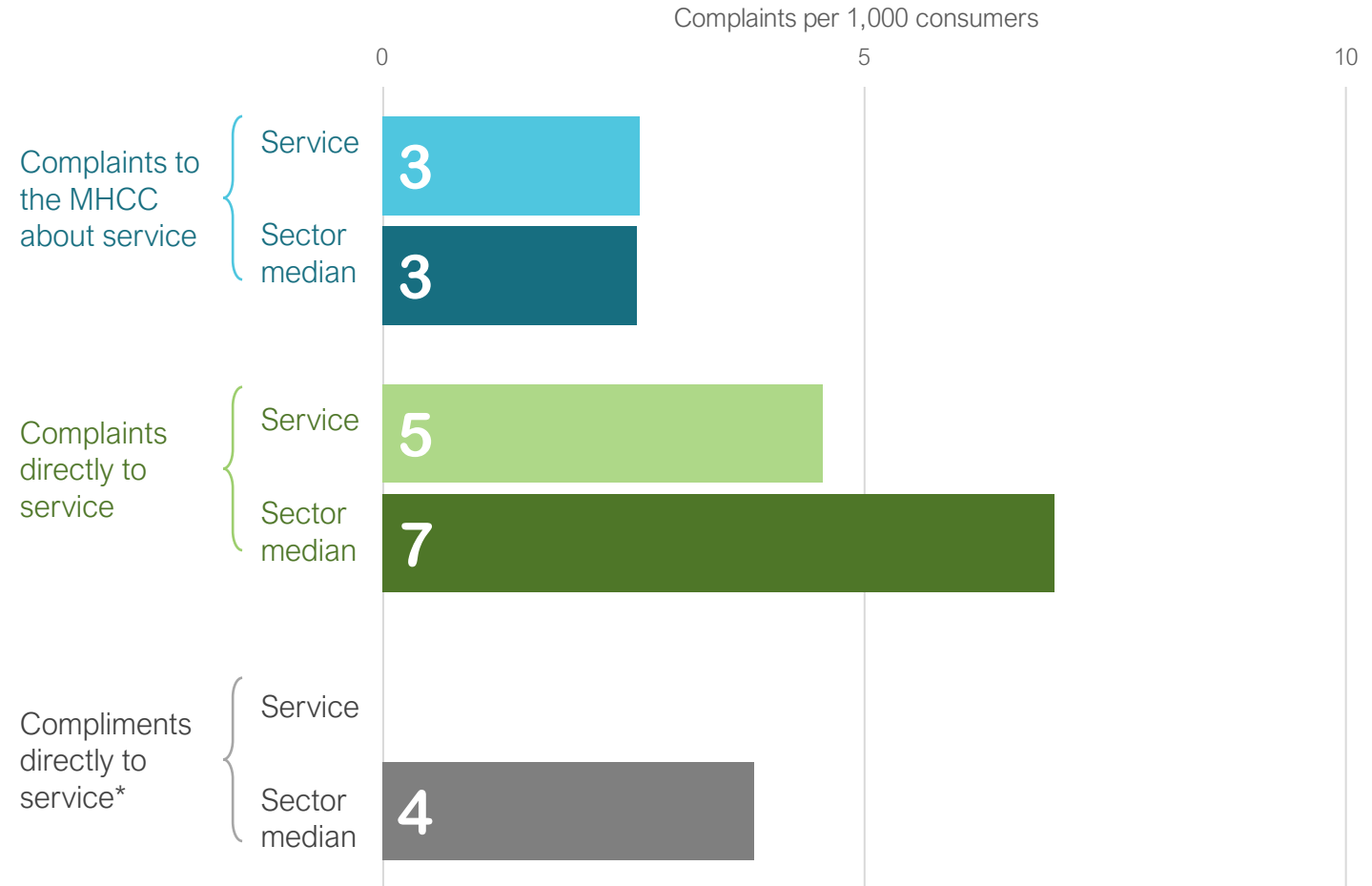
- to the MHCC (n=7)
- to the service (n=12)

● Compliments to Monash ELMHS (n=0)

Sector-wide complaints

- to the MHCC (n=52)
- to the service (n=195)

● Compliments to services sector-wide (n=123)

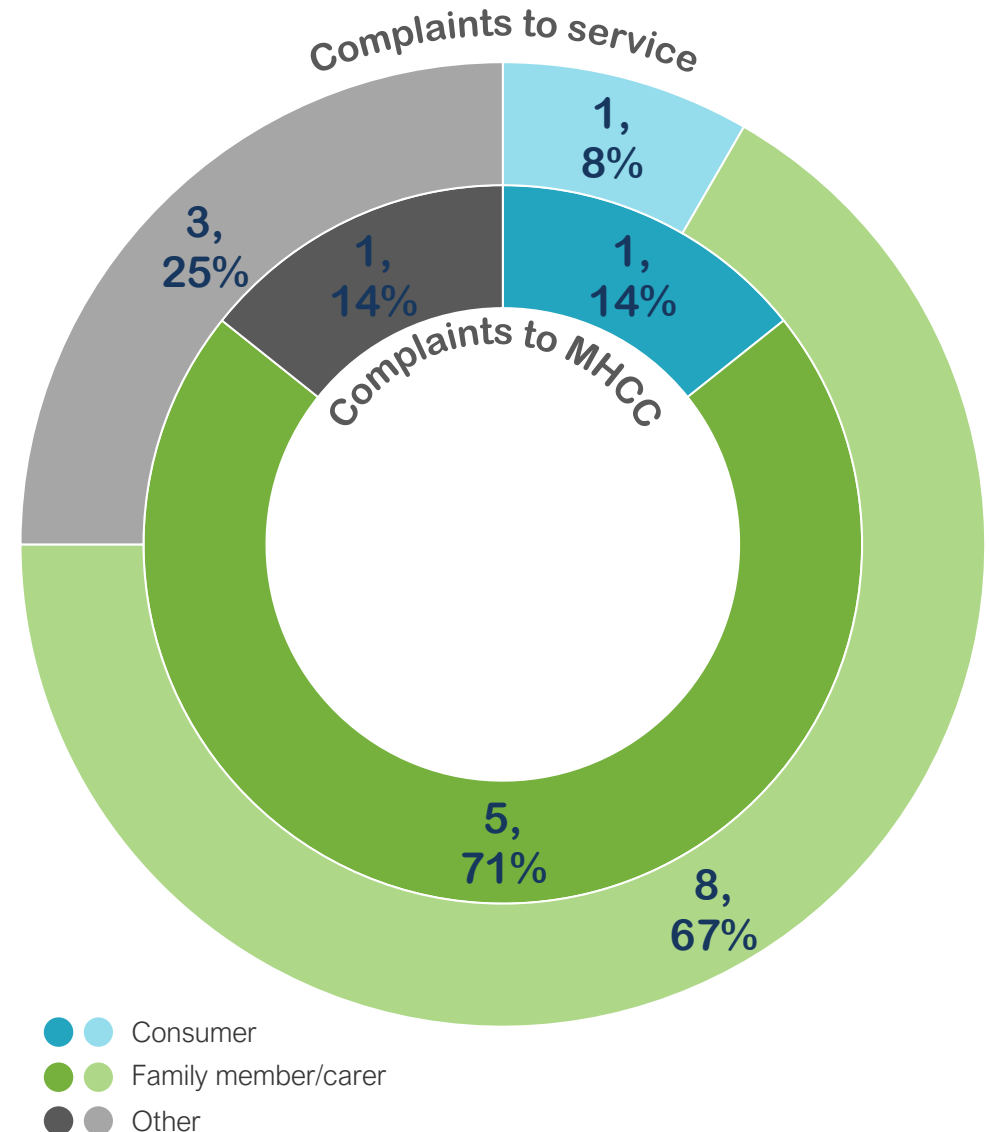


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Monash ELMHS

- Less than one sixth of complaints made to the MHCC about Monash ELMHS were made by consumers, and less than a tenth of complaints made directly to the service were made by consumers.
- In contrast, over two thirds of complaints made to the MHCC about Monash ELMHS were made by family members / carers, and a similar proportion of complaints were made directly to Monash ELMHS by family members / carers.
- Others, including advocates, supporters and/ or staff have made a quarter of the complaints to Monash ELMHS directly.



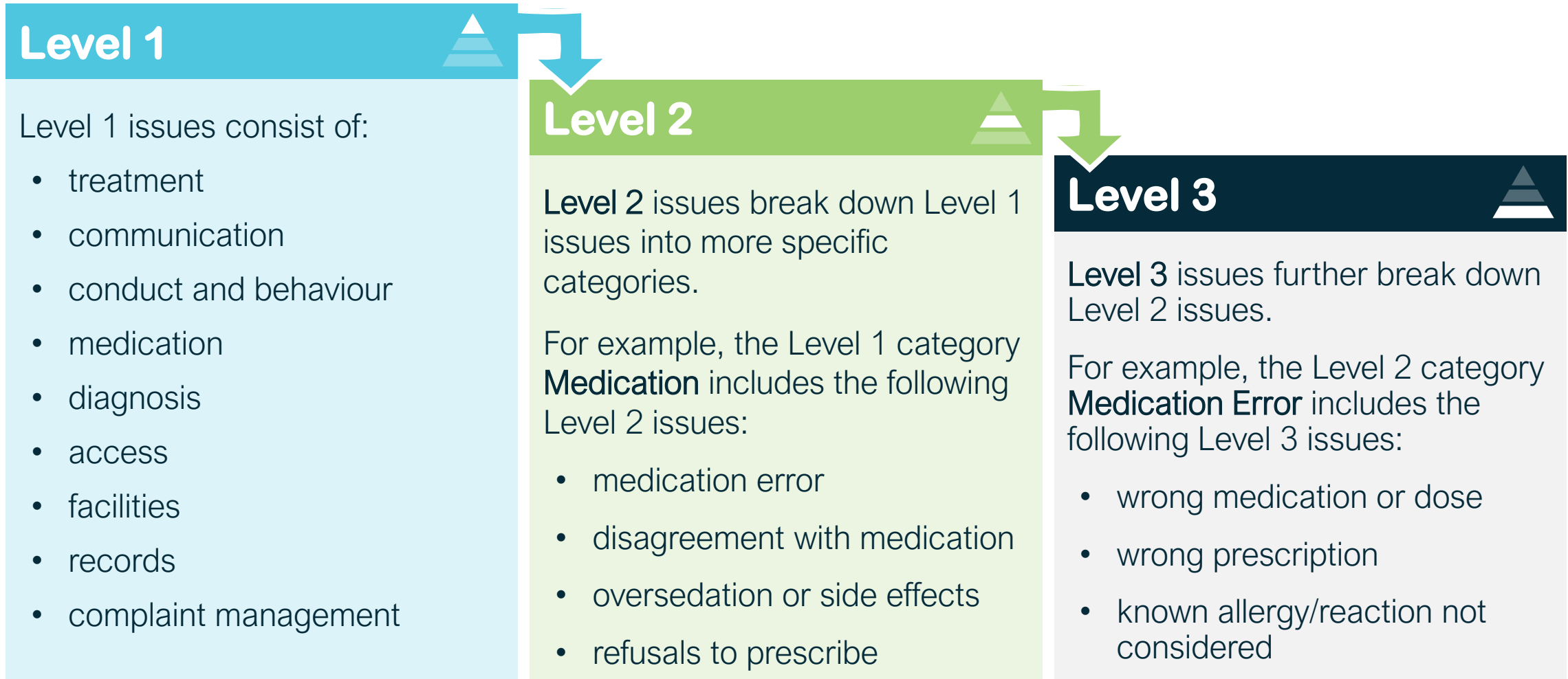
Note: this graphic does not include complaints where the complainant status was unknown.



Issues raised in complaints

How does the MHCC categorise issues?

The MHCC uses three levels of issue categories to classify complaints.



What were complaints about? 2021-22

Level 1 issues raised about Monash Aged

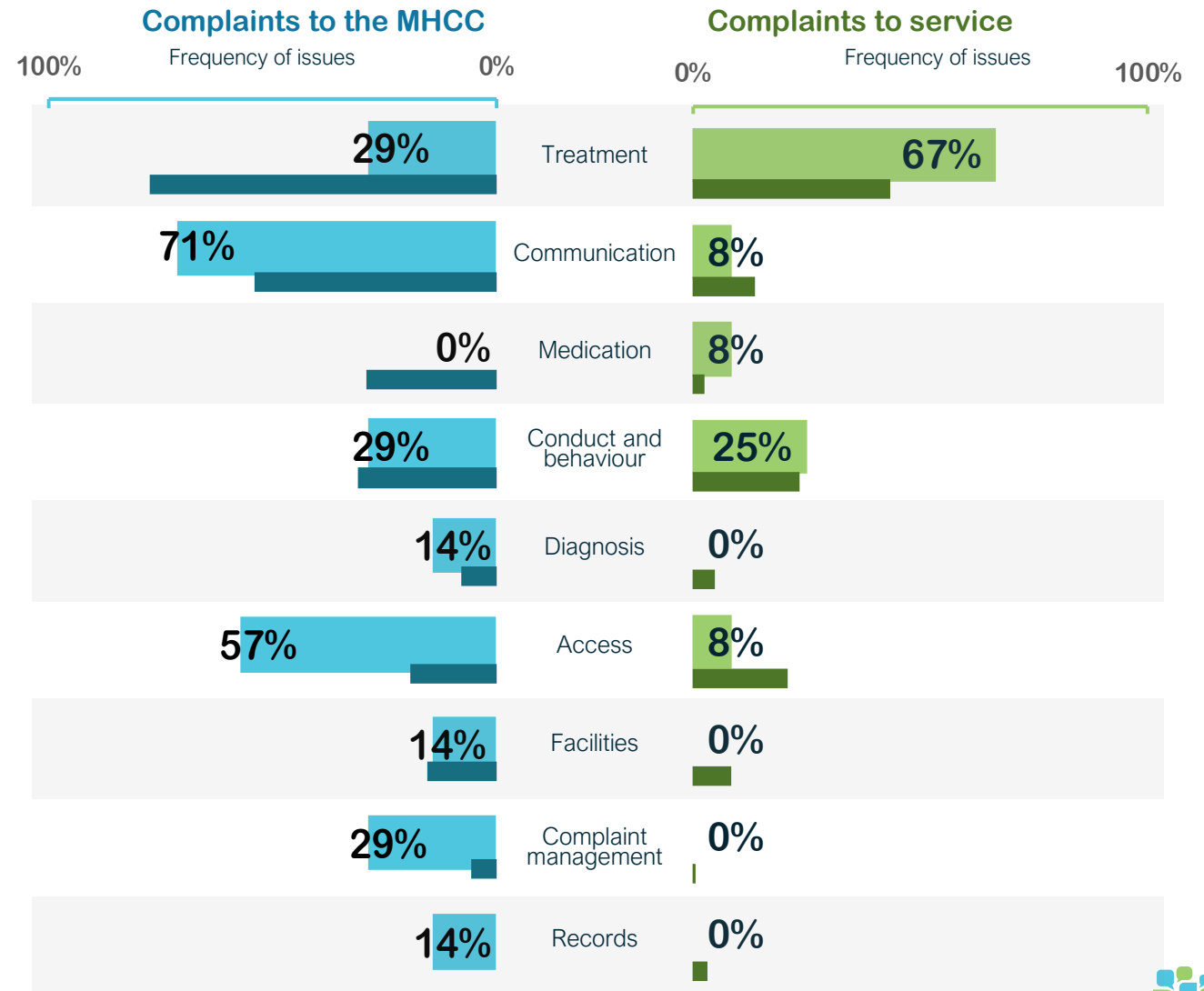
Complaints about Monash ELMHS

- to the MHCC (n=7)
- to the service (n=12)

Sector-wide complaints

- to the MHCC (n=52)
- to the service (n=195)

- The issues most commonly raised in complaints made to the MHCC about Monash ELMHS were about Communication and Access. These issues were raised at higher proportions than those raised in complaints sector-wide.
- Issues raised in complaints made directly to Monash ELMHS were most frequently related to Treatment and Conduct and behaviour.



What were complaints about? 2021-22

Most frequent Level 3 issues raised about Monash ELMHS

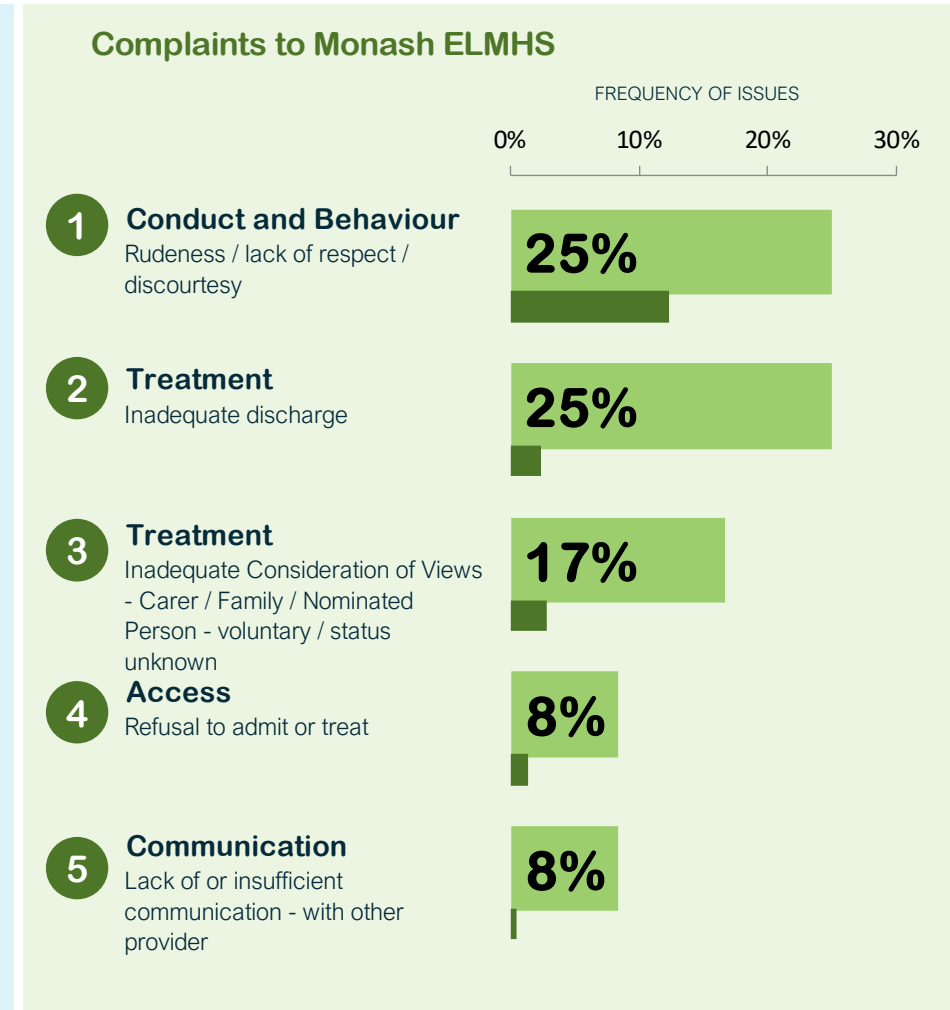
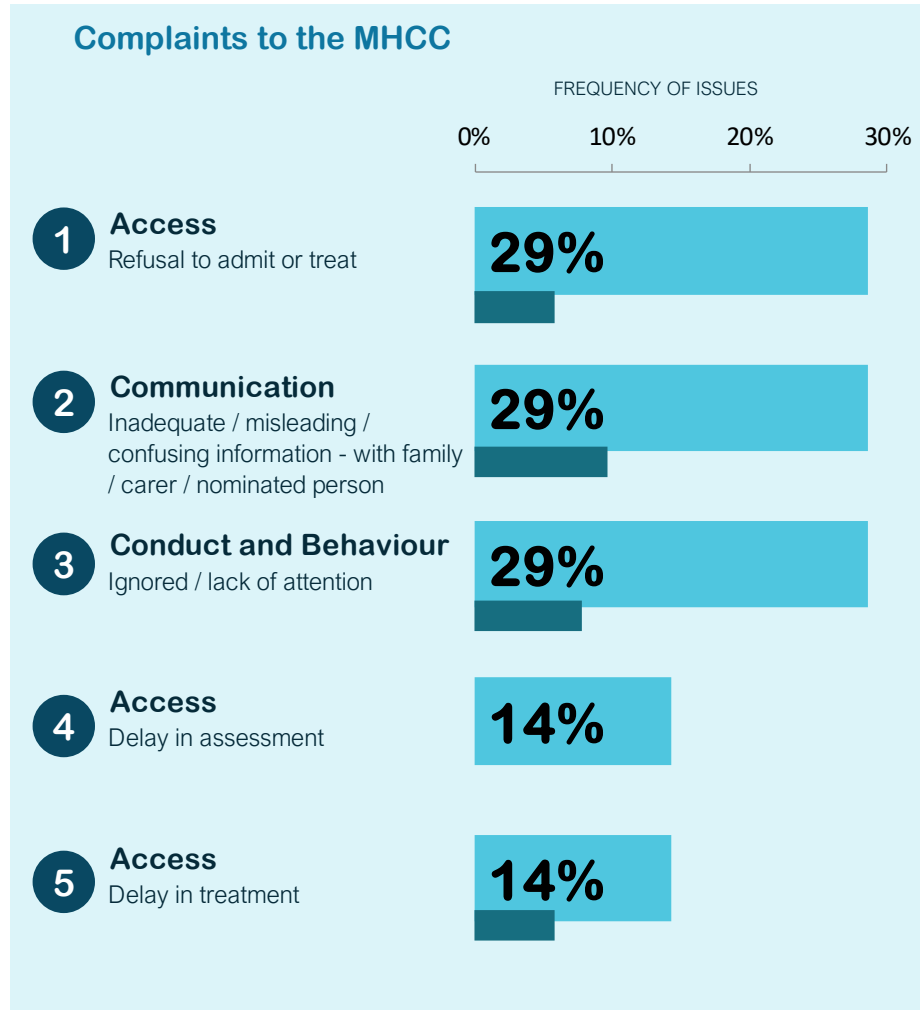
Complaints about Monash ELMHS

- to the MHCC (n=7)
- to the service (n=12)

Sector-wide complaints

- to the MHCC (n=52)
- to the service (n=195)

- Refusal to admit or treat, inadequate / incomplete / confusing information for family members / carers, and ignored / lack of attention were the commonly mentioned issues in complaints made to the MHCC about Monash ELMHS.
- Rudeness / lack of respect / discourtesy, and inadequate discharge were the most frequently raised issues in complaints made directly to the service.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Monash ELMHS

- The issue raised in the complaint made directly to the service by a consumer related to rudeness / lack of respect / discourtesy.
- Not enough information about the issues was obtained from the consumer in the complaint received by the MHCC about Monash ELMHS.

Complaints to the MHCC

Complaints about Monash ELMHS

- to the MHCC (n=1)
- to the service (n=1)

Sector-wide complaints

- to the MHCC (n=22)
- to the service (n=45)

Complaints to Monash ELMHS



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Monash ELMHS

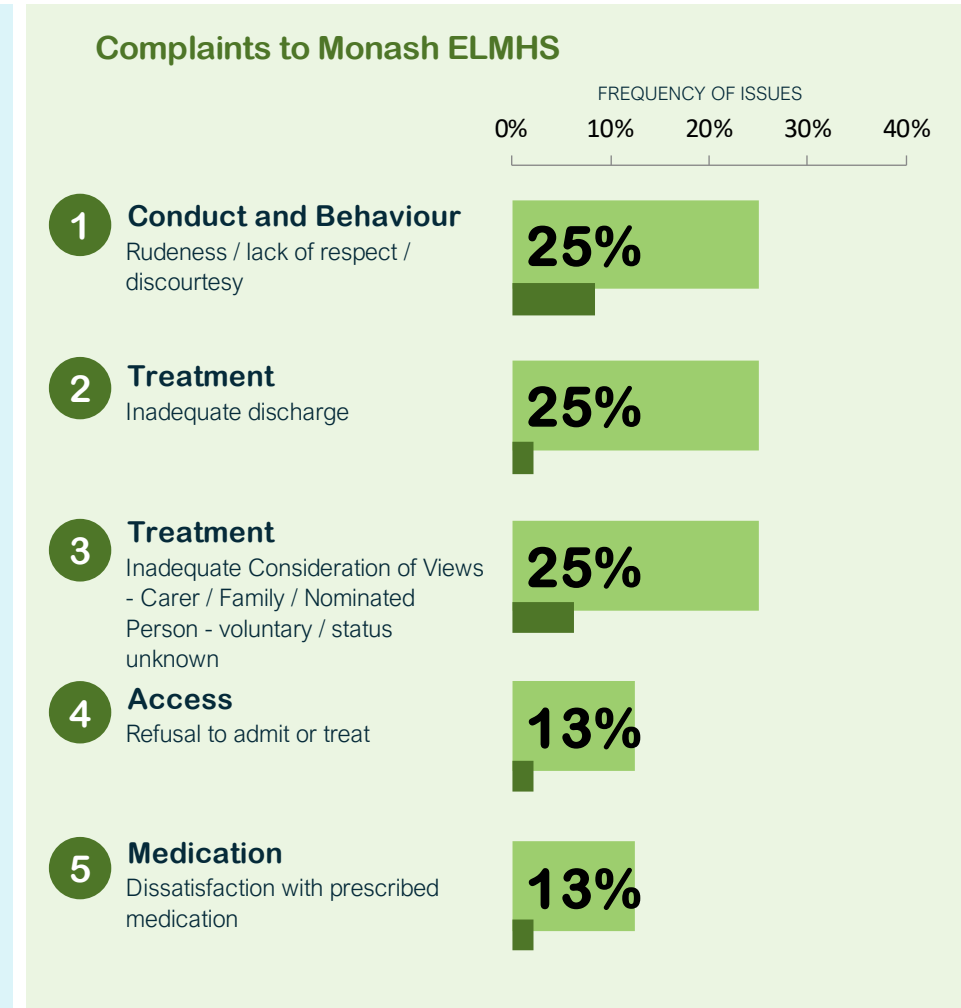
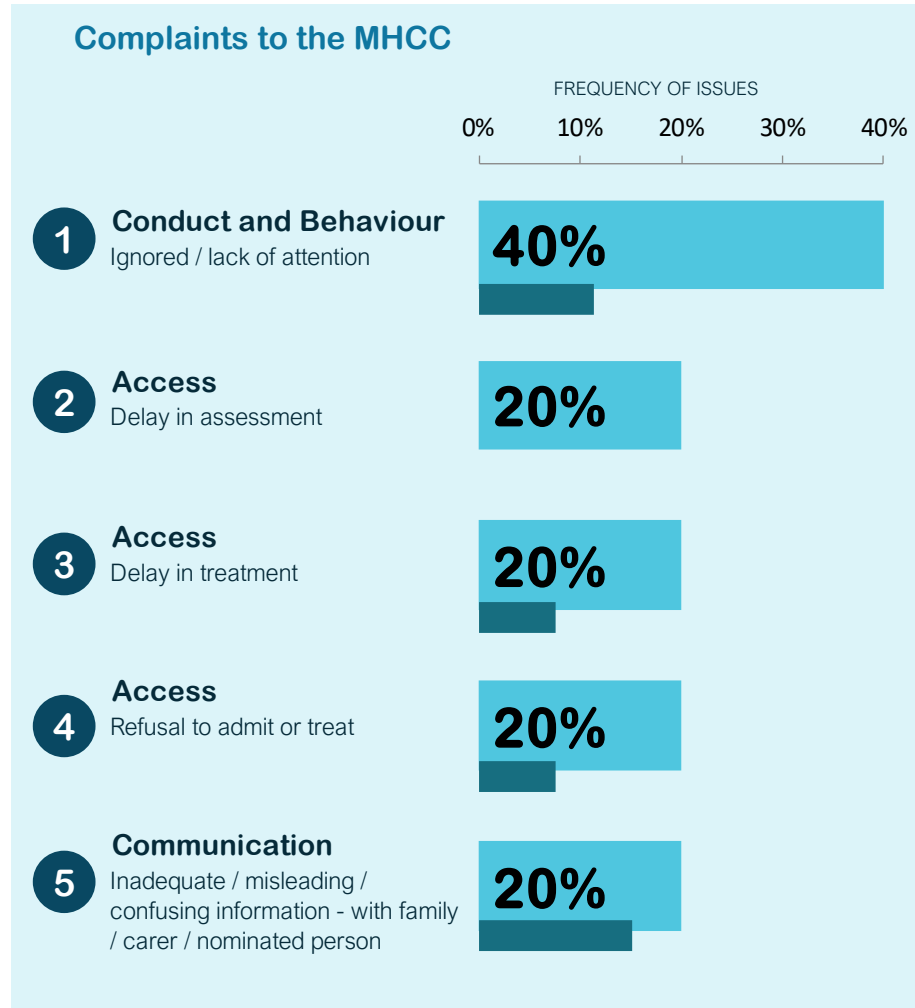
- Feeling ignored / lack of attention were mentioned in two of the five complaints made by family members / carers to the MHCC about Monash ELMHS.
- Rudeness / lack of respect / discourtesy, inadequate discharge, and inadequate consideration of views of carer / family were common issues raised in among the eight complaints made directly to Monash ELMHS by carers / family members.

Complaints about Monash ELMHS

- to the MHCC (n=5)
- to the service (n=8)

Sector-wide complaints

- to the MHCC (n=27)
- to the service (n=97)



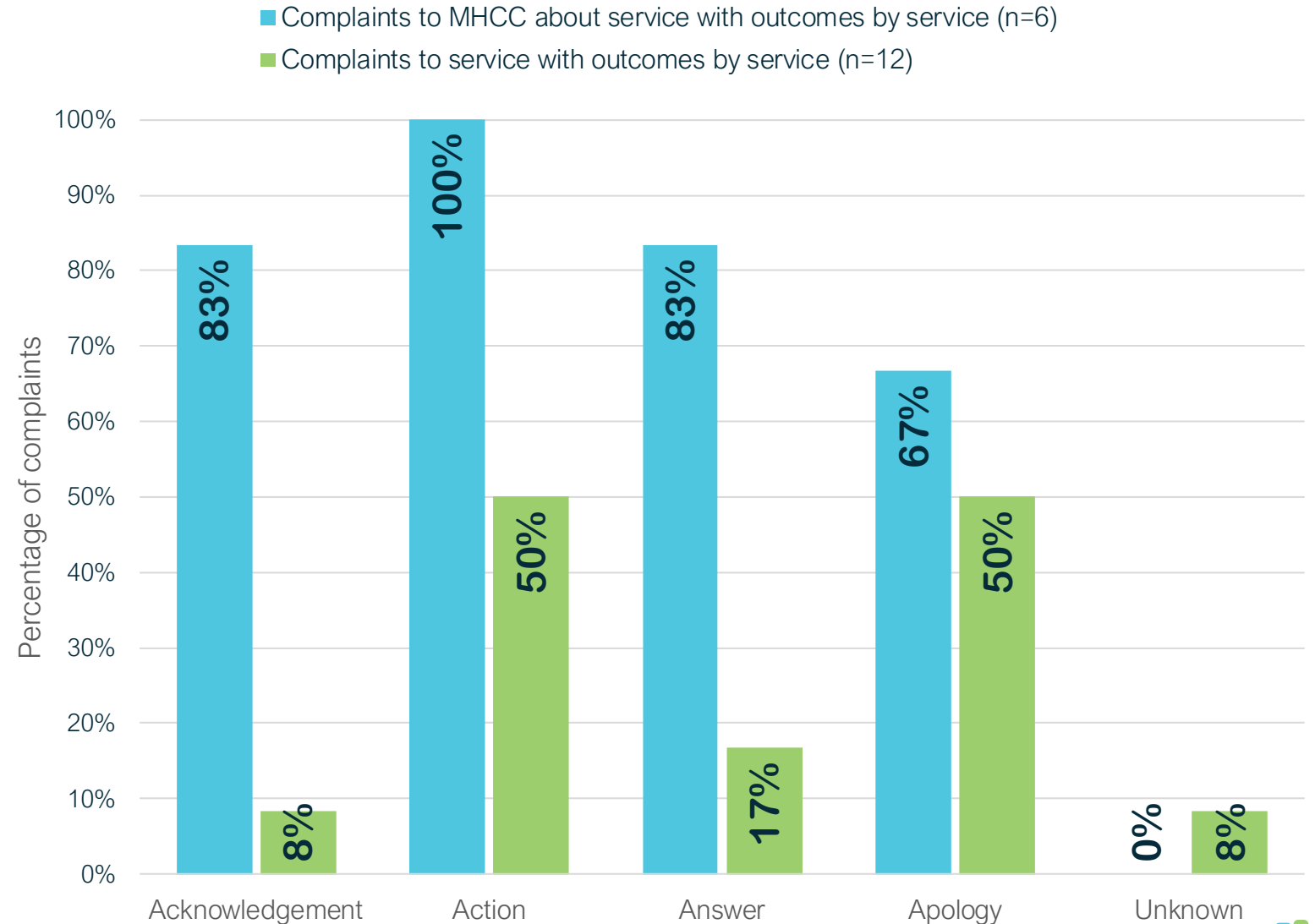


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Monash ELMHS

- Outcomes of complaints are framed in terms of the '4 A's' model of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Monash ELMHS that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcome by Monash ELMHS for these complaints were actions taken by the service, followed equally by acknowledgement of concerns raised and providing an answer to concerns raised.
- The most common outcomes by Monash ELMHS for complaints raised directly to the service were actions taken by the service and apology given in response to the concerns raised.

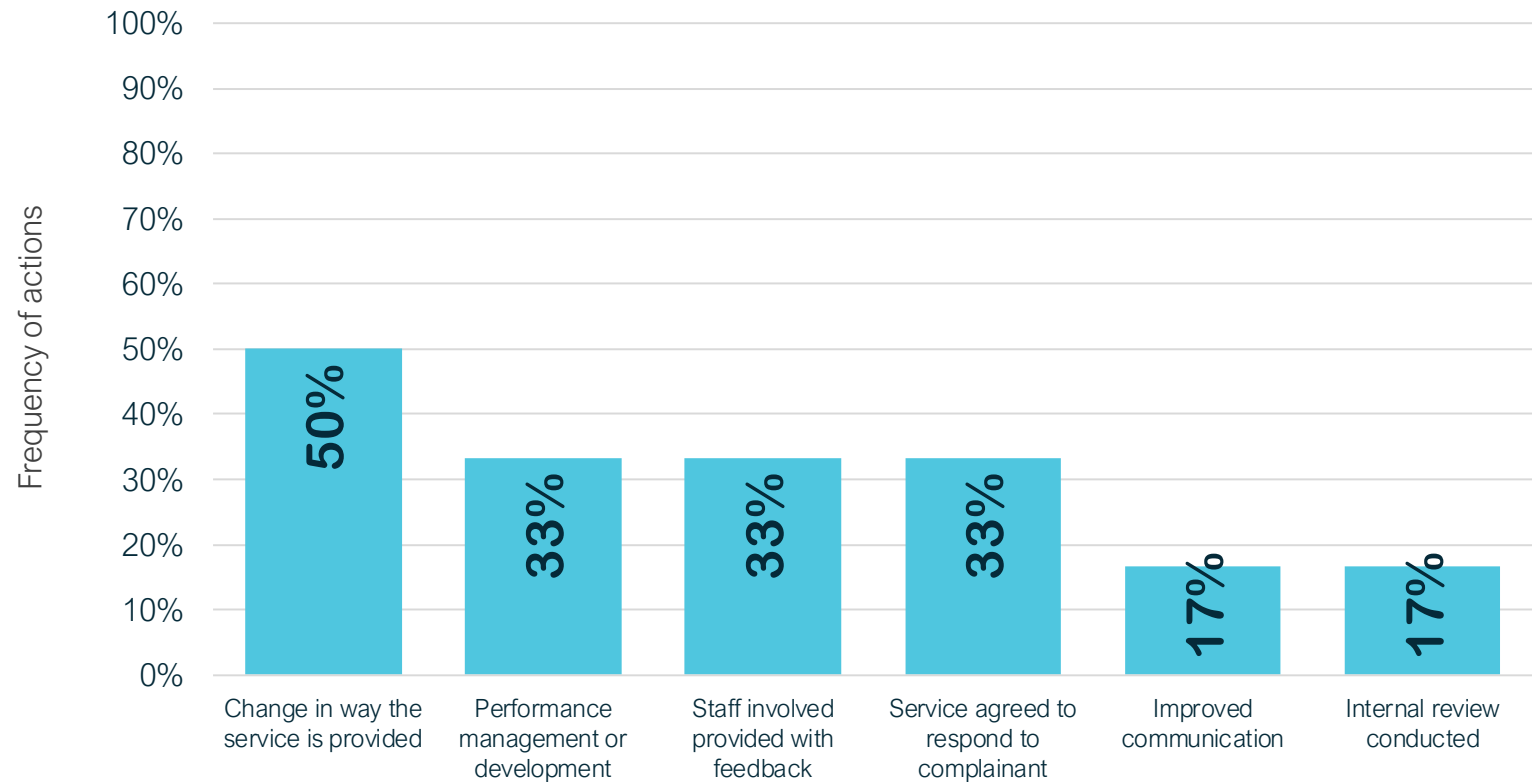


What actions were taken by the service? 2021-22

Top specific actions taken by service in response to complaints to the MHCC

- Actions most frequently undertaken by Monash ELMHS in response to complaints to the MHCC included:
 - changing the way the service is provided.
 - managing or developing performance.
 - providing feedback to the staff involved.
 - service agreeing to respond to the complainant.

■ Complaints to MHCC with action outcomes by service (n=6)



Key points to consider



Complaint numbers

- Both the number of complaints to the MHCC about Monash ELMHS and the number of complaints directly to Monash ELMHS decreased in 2021-2022 compared with the previous year.
- In 2021-22, the number of complaints made to the MHCC about Monash ELMHS was slightly lower than the number of complaints made directly to the service.
- Less than one sixth of complaints made to the MHCC about Monash ELMHS were made by consumers, and less than a tenth of complaints made directly to the service were made by consumers.



Issues raised

- The issue raised in the complaint made directly to the service by a consumer related to rudeness / lack of respect / discourtesy.



Outcomes

- The most common outcome by Monash ELMHS for these complaints were actions taken by the service, followed equally by acknowledgement of concerns raised and providing an answer to concerns raised.
- The most common outcomes by Monash ELMHS for complaints raised directly to the service were actions taken by the service and apology given in response to the concerns raised.