

# Summary of service provider complaint report

## Albury Wodonga Health

2022-23



# Introduction

## Purpose

The purpose of this summary presentation is to showcase key data for complaints to the MHCC and complaints and compliments directly to your service, largely focusing on the 2022-23 reporting year.

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



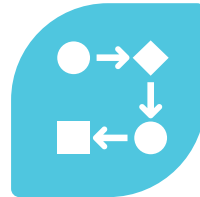
**identify key themes**  
and emerging issues  
across the sector



**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? 2022-23

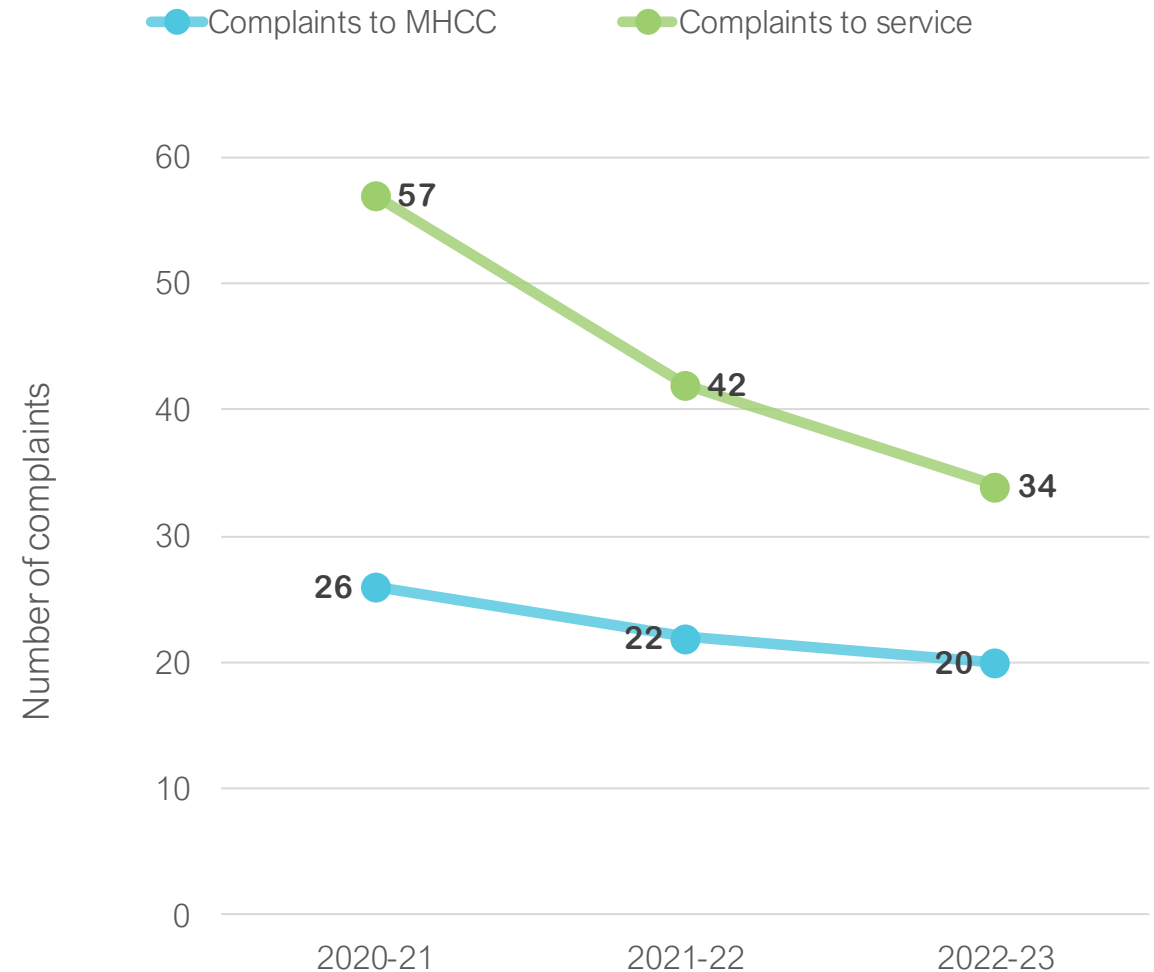
20

Complaints to MHCC  
about Albury Wodonga  
Health

34

Complaints to Albury  
Wodonga Health

- Both the number of complaints made to the MHCC about Albury Wodonga Health and the number of complaints made directly to the service decreased from 2021-22 to 2022-23, following the trend established between 2020-21 and 2021-22.
- In line with the previous years, the number of complaints made to the MHCC about Albury Wodonga Health remained lower than complaints directly to the service.

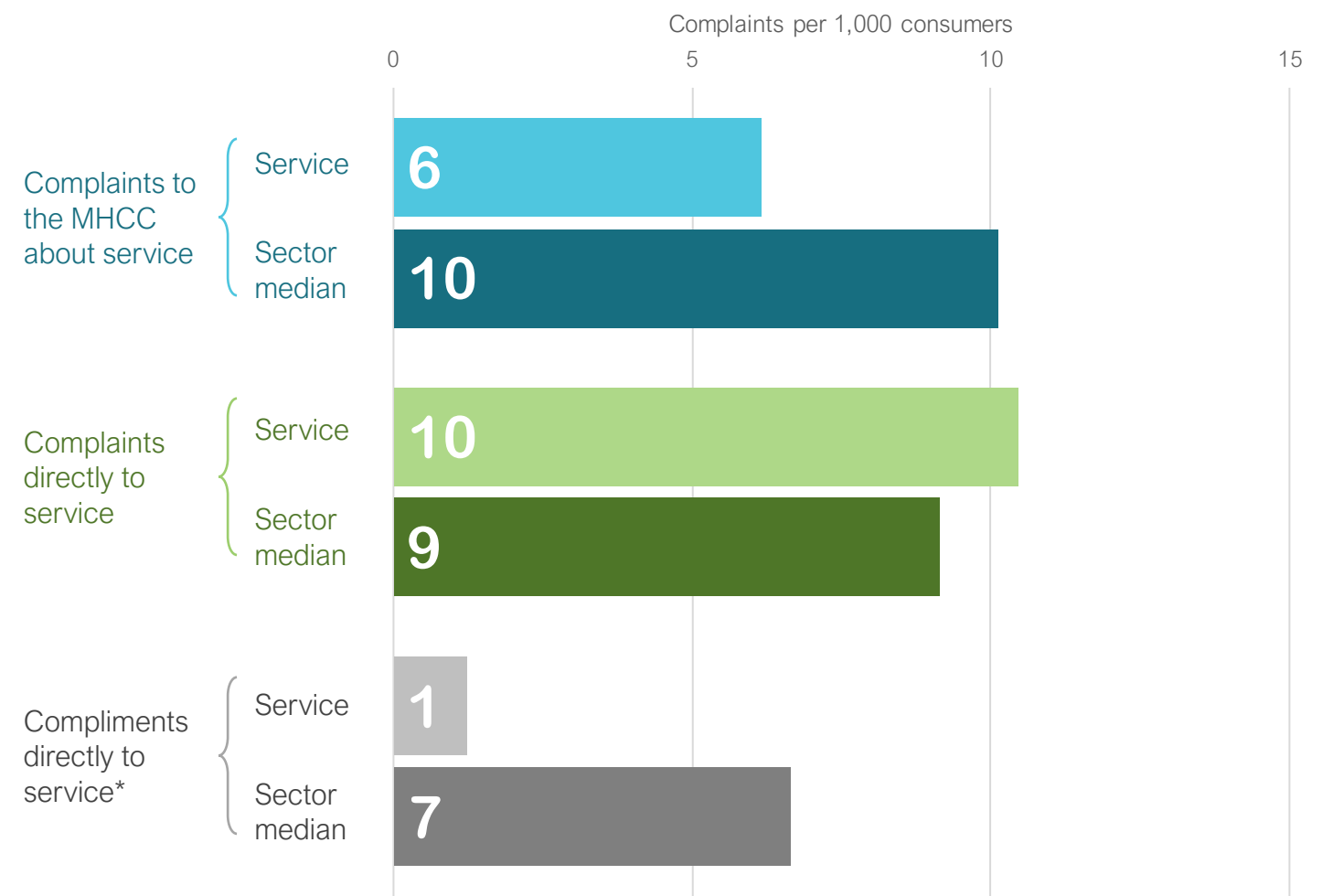


# Complaint and compliment rates

2022-23

- 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.
- The rate of complaints received by the MHCC about Albury Wodonga Health has decreased since 2021-22, remaining below the sector median.
- The rate of complaints made directly to the service was less than the previous year but above the sector median in 2022-23.
- Compliments made directly to the service were given at a lower rate than the sector median.

<b>Complaints about Albury Wodonga Health</b>	<b>Sector-wide complaint</b>
● to the MHCC (n=20)	● to the MHCC (n=1442)
● to the service (n=34)	● to the service (n=1671)
● Compliments to Albury Wodonga Health (n=4)	● Compliments to services sector-wide (n=1041)

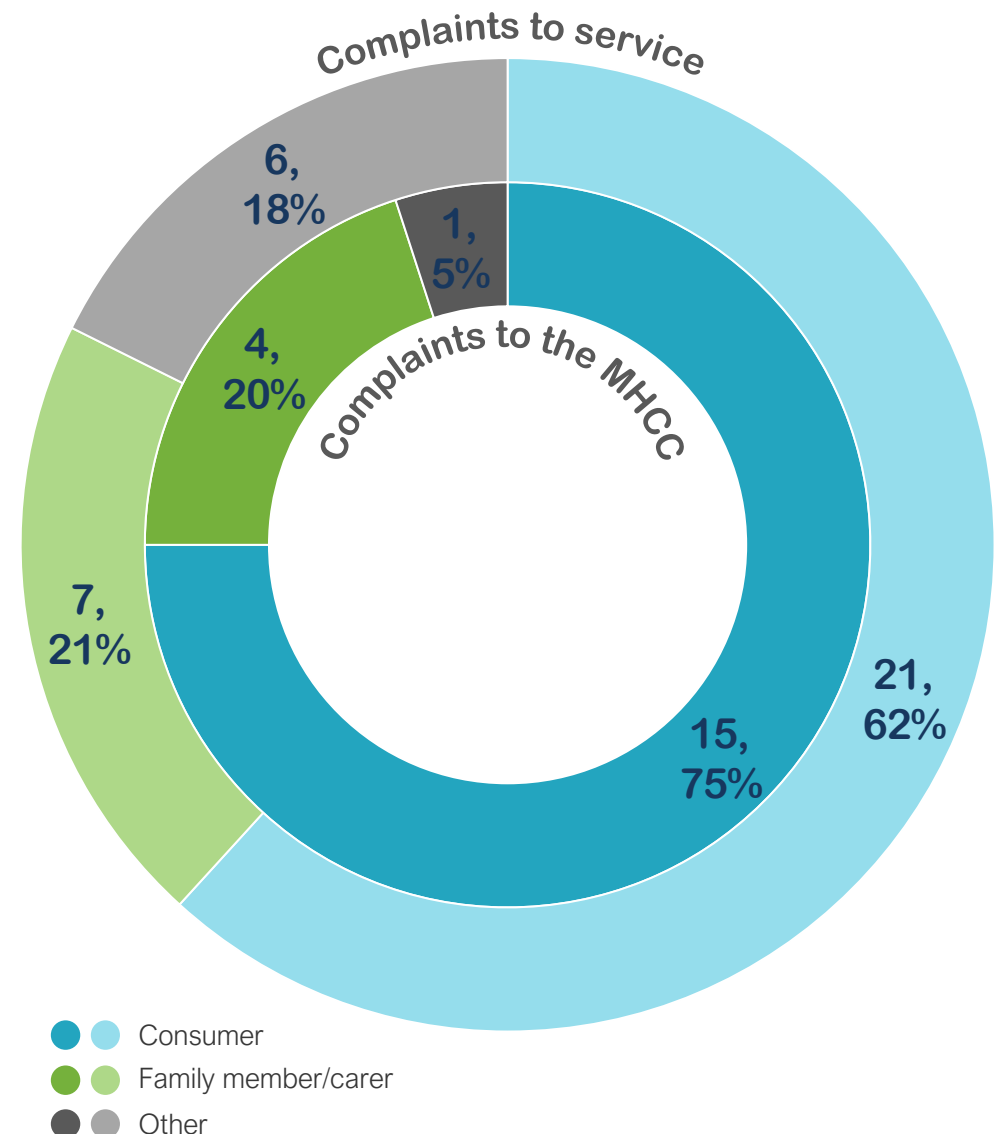


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2022-23

Complaints raised about Albury Wodonga Health

- Consumers made the majority of complaints to the MHCC about Albury Wodonga Health (75%) and complaints to Albury Wodonga Health directly (62%).
- In contrast, family members / carers made a fifth of complaints to the MHCC and directly to Albury Wodonga Health.



- Consumer
- Family member/carer
- Other

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

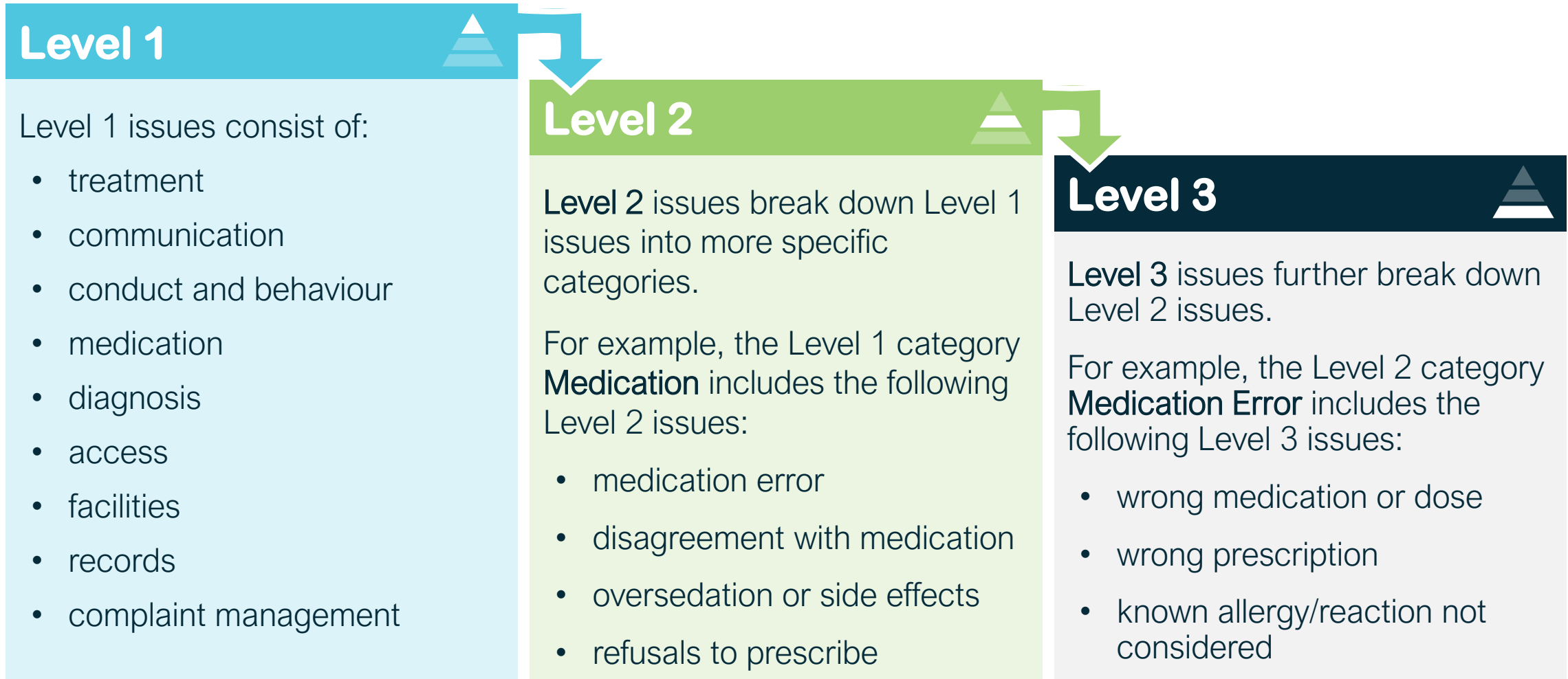


# Issues raised in complaint



# How does the MHCC categorise issues?

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

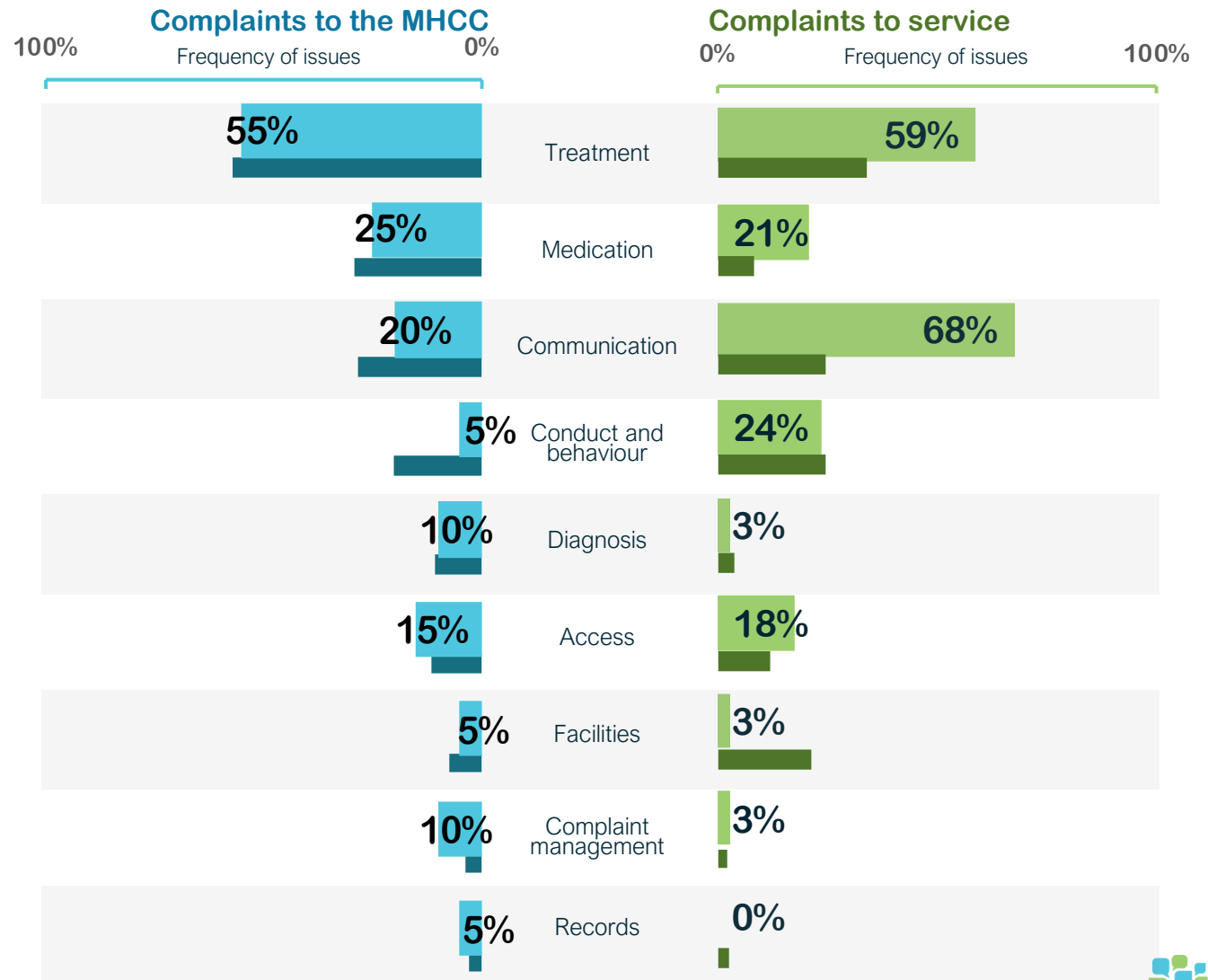


# What were complaints about? 2022-23

Level 1 issues raised about Albury Wodonga Health

- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Albury Wodonga Health were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Medication and Communication being the most commonly raised issues.
- Issues raised in complaints directly to the service were different with those raised across the sector, with Communication, Treatment and Conduct & behaviour being the most common issues.

<b>Complaints about Albury Wodonga Health</b>		<b>Sector-wide complaints</b>	
<span style="color: #00AEEF;">●</span> to the MHCC (n=20)	<span style="color: #0070C0;">●</span> to the MHCC (n=1442)	<span style="color: #70AD47;">●</span> to the service (n=34)	<span style="color: #558B2F;">●</span> to the service (n=1671)

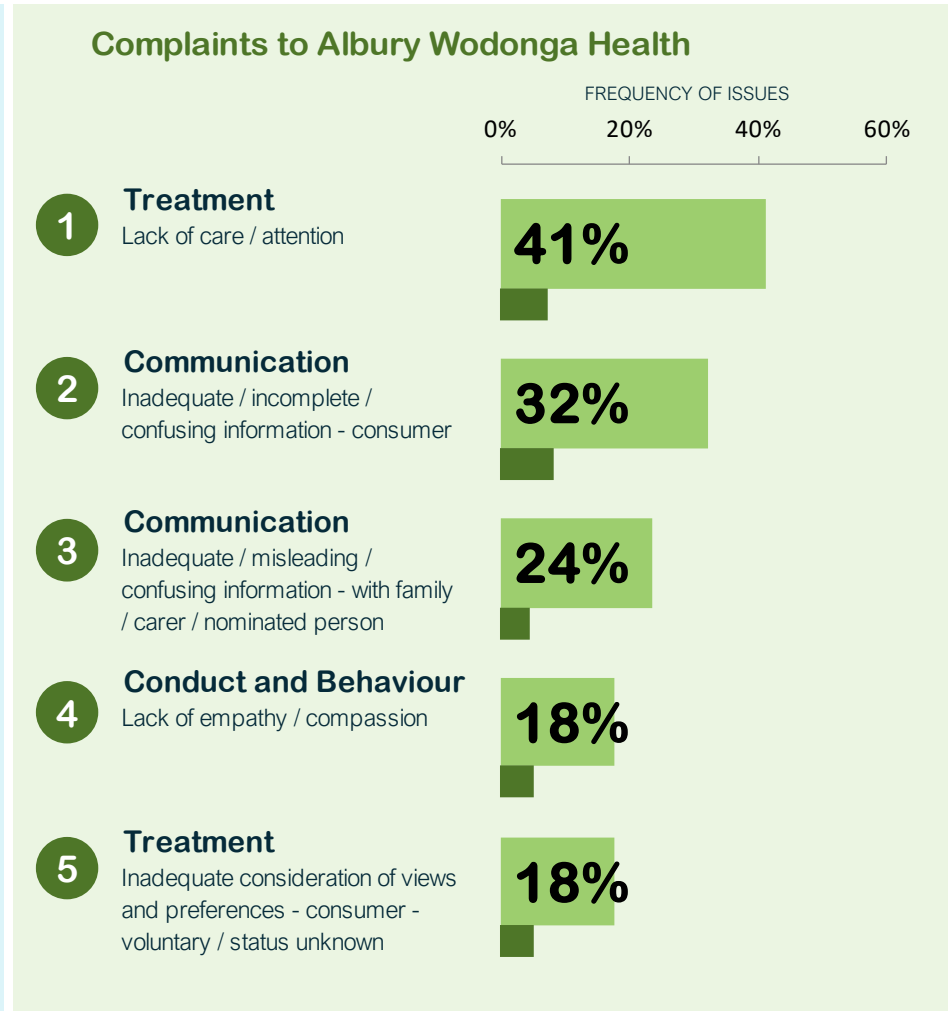
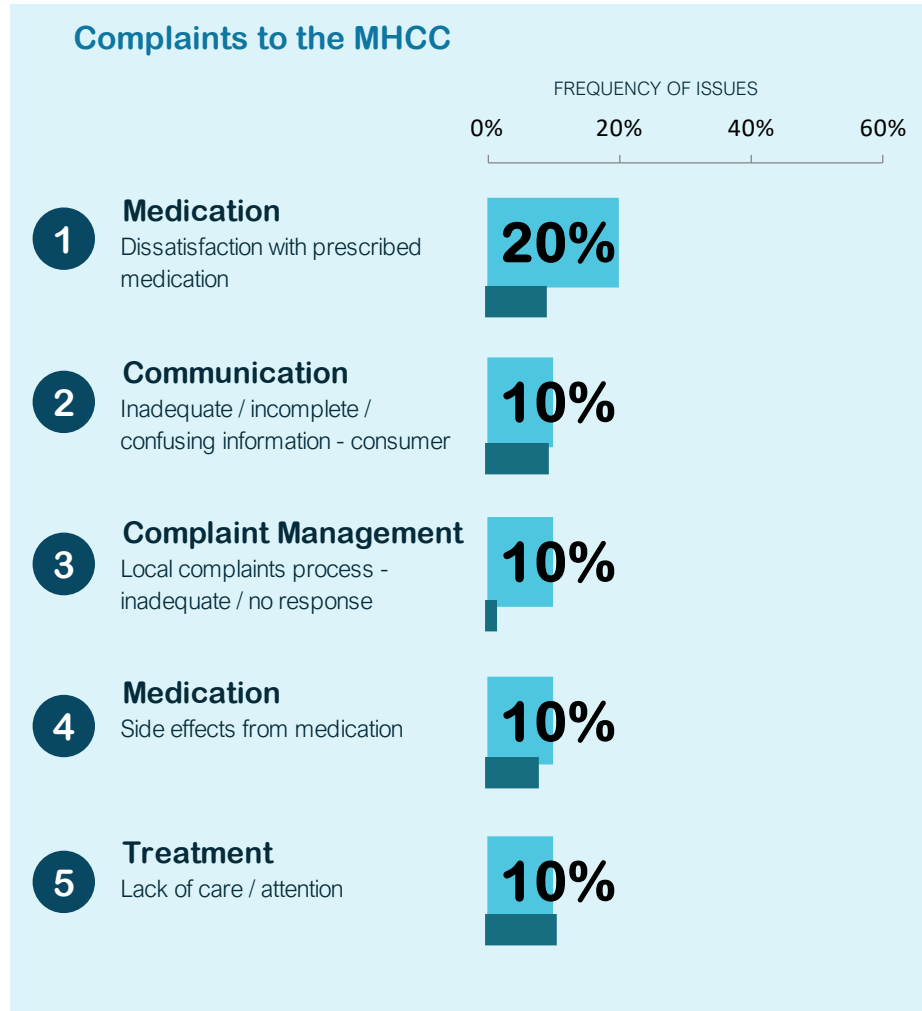


# What were complaints about? 2022-23

Most frequent Level 3 issues raised about Albury Wodonga Health

Complaints about Albury Wodonga Health		Sector-wide complaints	
●	to the MHCC (n=20)	●	to the MHCC (n=1442)
●	to the service (n=34)	●	to the service (n=1671)

- The issue most frequently raised in complaints made to the MHCC about Albury Wodonga Health was a dissatisfaction with prescribed medication. This issue was raised at a higher rate than the sector.
- The issues most frequently raised in complaints made directly to the service were a lack of care / attention, and inadequate / incomplete / confusing information.

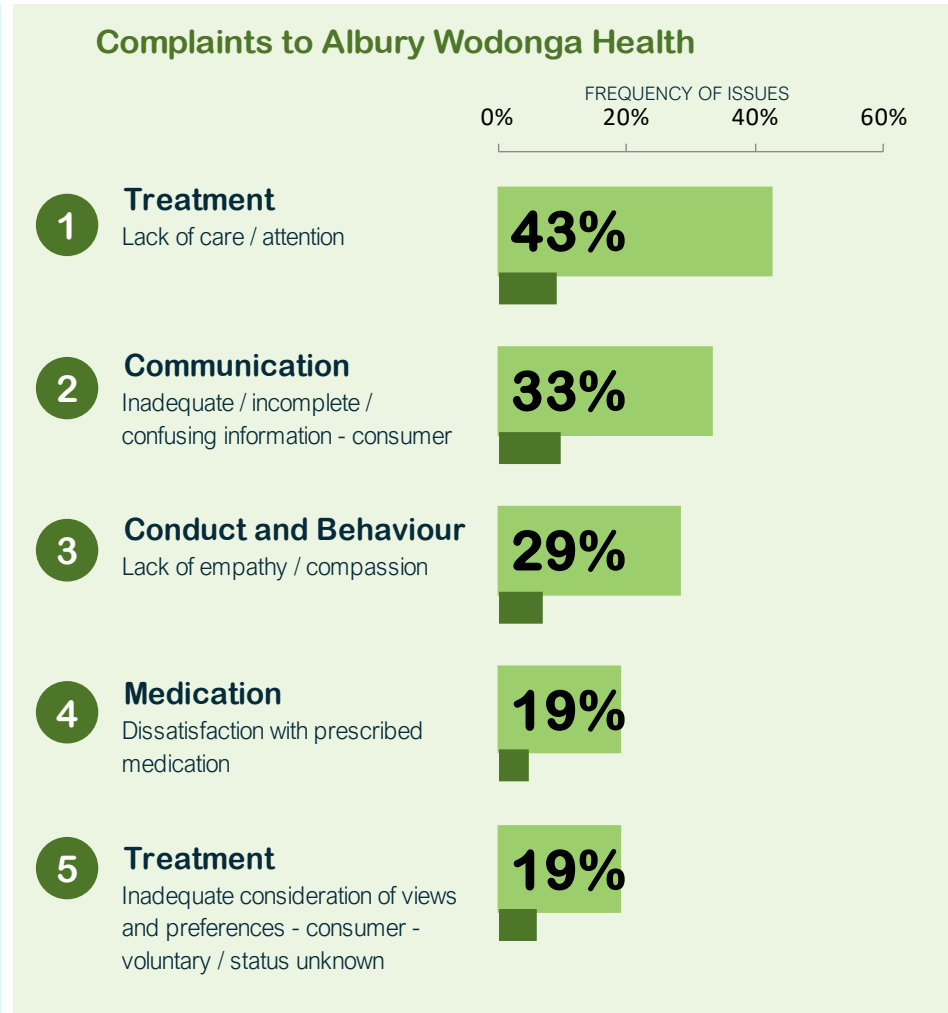
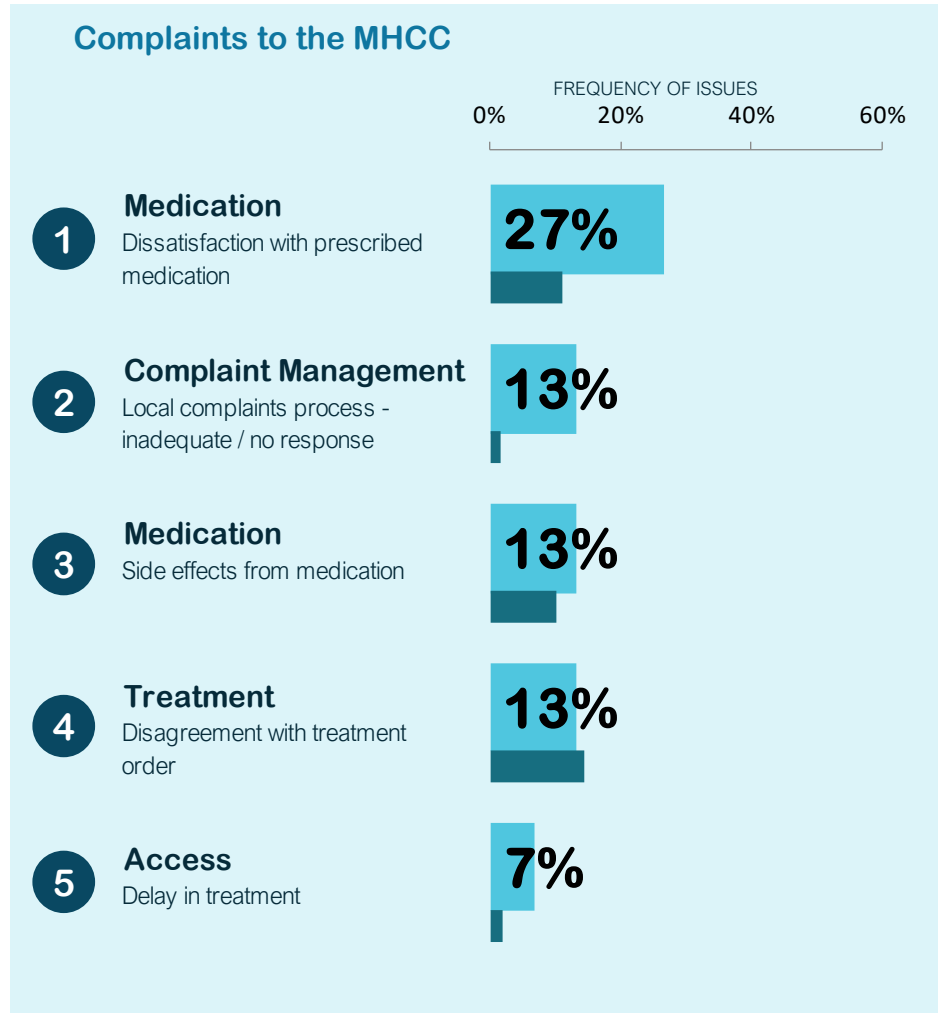


# Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Albury Wodonga Health

<b>Complaints about Albury Wodonga Health</b>	<b>Sector-wide complaints</b>
● to the MHCC (n=15)	● to the MHCC (n=1074)
● to the service (n=21)	● to the service (n=1039)

- The issue most frequently raised in complaints by consumers to the MHCC about Albury Wodonga Health was a dissatisfaction with prescribed medication.
- The issues most frequently raised in complaints made by consumers directly to the service were a lack of care / attention, inadequate / incomplete / confusing information and a lack of empathy / compassion.

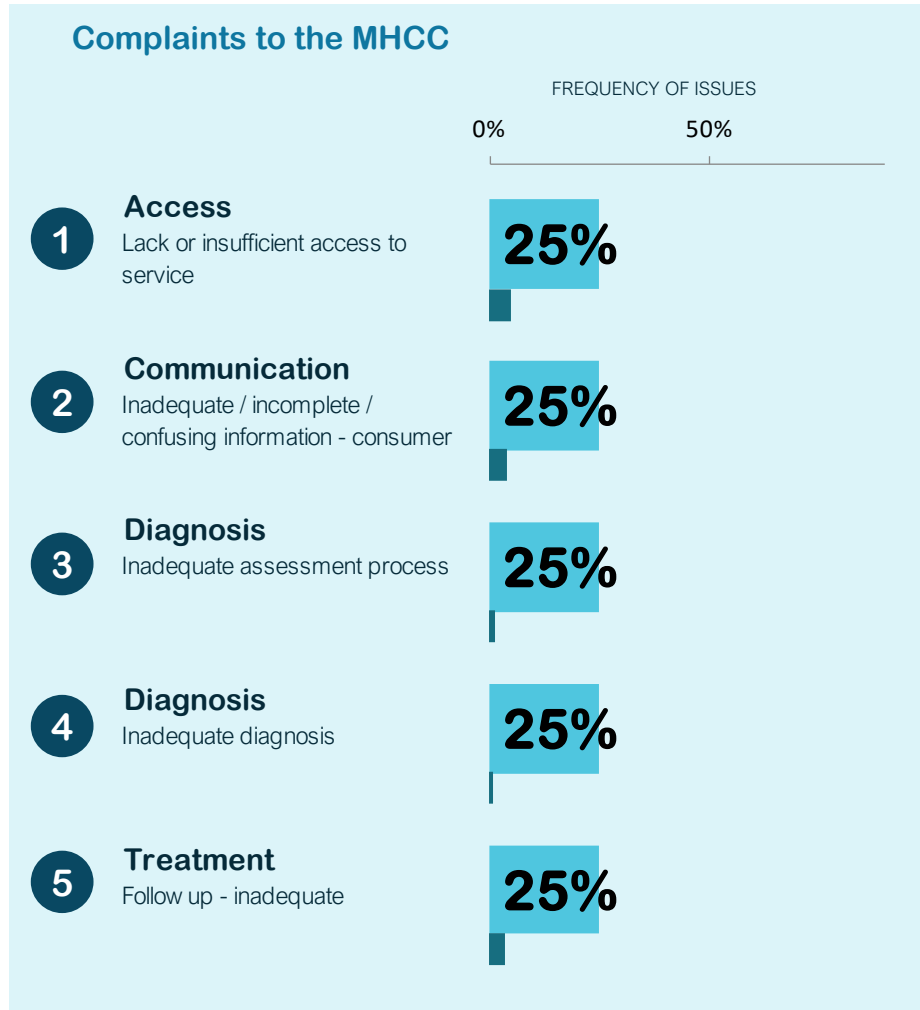


# Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Albury Wodonga Health

<b>Complaints about Albury Wodonga Health</b>	<b>Sector-wide complaints</b>
● to the MHCC (n=4)	● to the MHCC (n=320)
● to the service (n=7)	● to the service (n=380)

- There were no standout issues among the four complaints to the MHCC about Albury Wodonga Health raised by carers, which ranged across access, communication, diagnosis and treatment related issues.
- The issues most frequently raised by carers in complaints made directly to the service were inadequate / incomplete / confusing information, and a lack of care / attention.



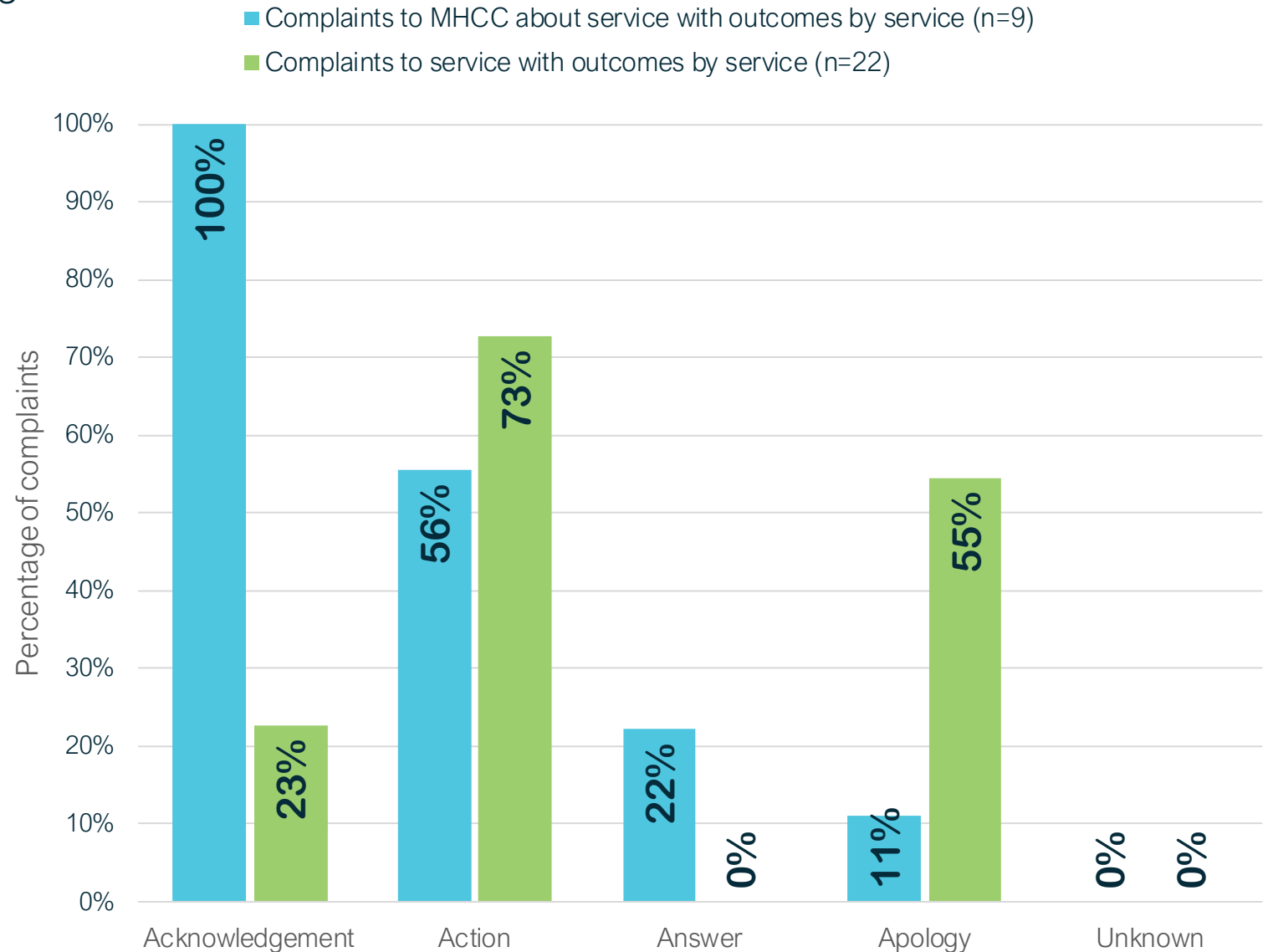


# Outcomes of complaints

# What were the outcomes of complaints? 2022-23

## Closed complaints about Albury Wodonga Health

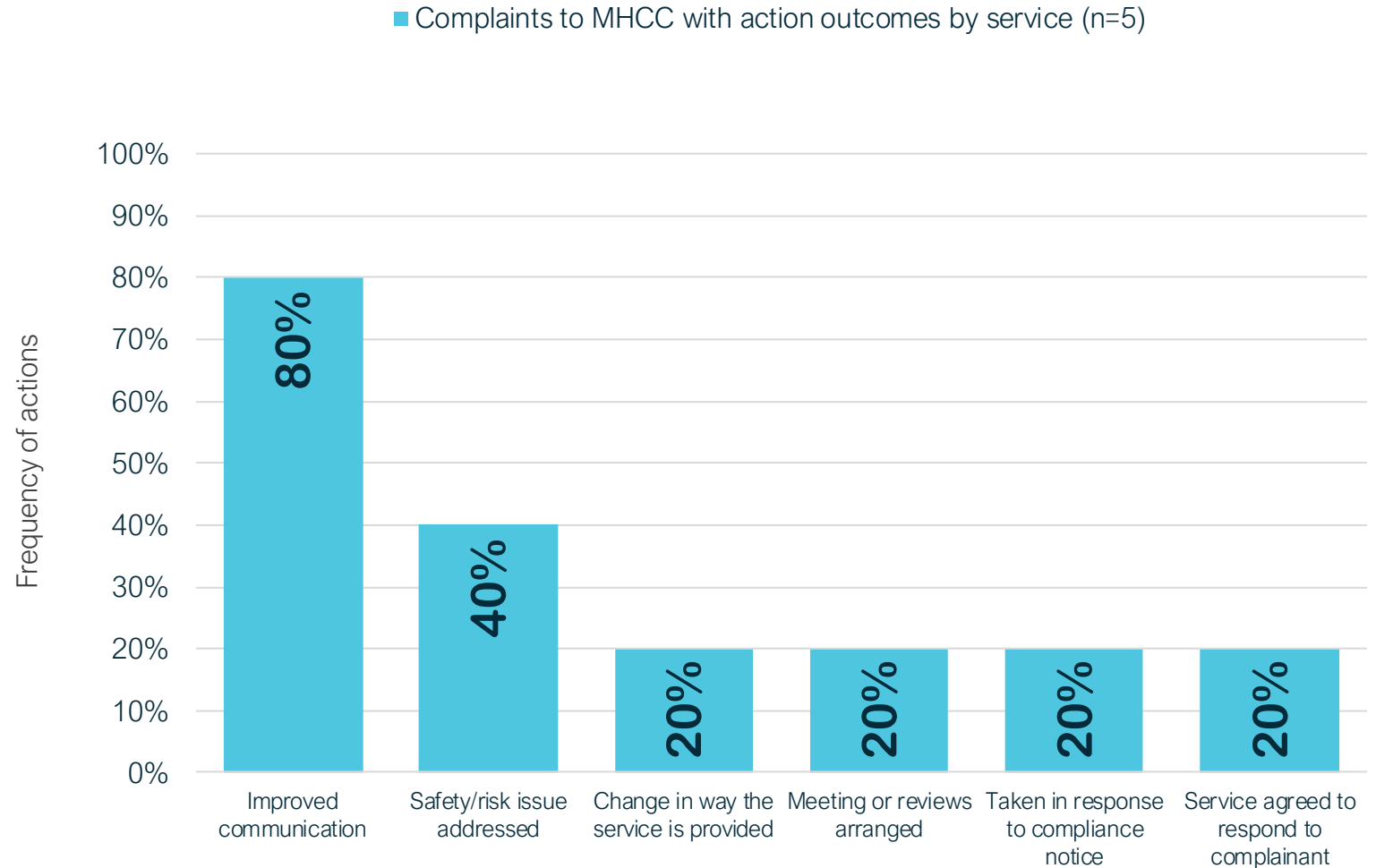
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Albury Wodonga Health that were assessed as being in scope for resolution or having a known service outcome. The most common outcome for these complaints was acknowledgement of the issue(s) raised by the complainant followed by a responsive action.
- Common outcomes of complaints made directly to Albury Wodonga Health were responsive actions and apologies.



# What actions were taken by the service? 2022-23

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

- Actions most frequently undertaken by Albury Wodonga Health in response to complaints to the MHCC included:
  - improved communication
  - safety risk/issue addressed







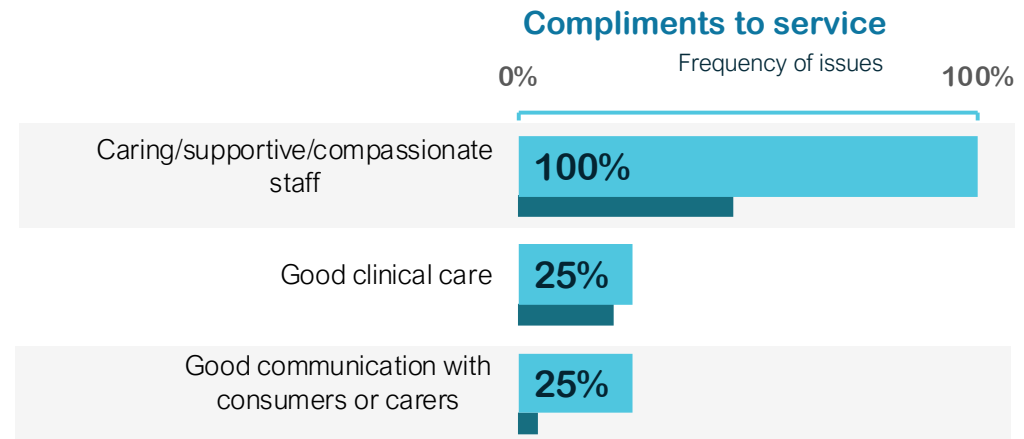
# Themes in compliments

# What were compliments about? 2022-23

● Compliments to Albury Wodonga Health (n=4)      ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Albury Wodonga Health

- All four compliments mentioned caring/supportive/compassionate staff at Albury Wodonga Health.
- The compliments also motioned good clinical care and good communication with consumers or carers.
- A considerable level of detail was provided by Albury Wodonga Health about their compliments data that enabled the MHCC to identify more specific themes.



# Key points to consider



## Complaint numbers

- Both the number of complaints made to the MHCC about Albury Wodonga Health and the number of complaints made directly to the service decreased from 2021-22 to 2022-23, following the trend established between 2020-21 and 2021-22.
- Consumers made the majority of complaints to the MHCC about Albury Wodonga Health (75%) and complaints to Albury Wodonga Health directly (62%).



## Issues raised

- Issues raised in complaints to the MHCC about Albury Wodonga Health were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Medication and Communication being the most commonly raised issues.
- Issues raised in complaints directly to the service were different with those raised across the sector, with Communication, Treatment and Conduct & behaviour being the most common issues.



## Outcomes

- The most common outcome for these complaints to the MHCC was acknowledgement of the issue(s) raised by the complainant followed by a responsive action.
- Common outcomes of complaints made directly to Albury Wodonga Health were responsive actions and apologies.
- The most common action undertaken by Albury Wodonga Health in response to complaints to the MHCC was improving communication.