

Summary of service provider complaint report

Dandenong AMHS

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:



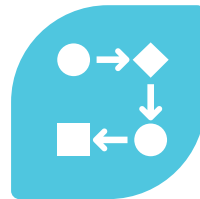
identify key themes
and emerging issues
across the sector



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

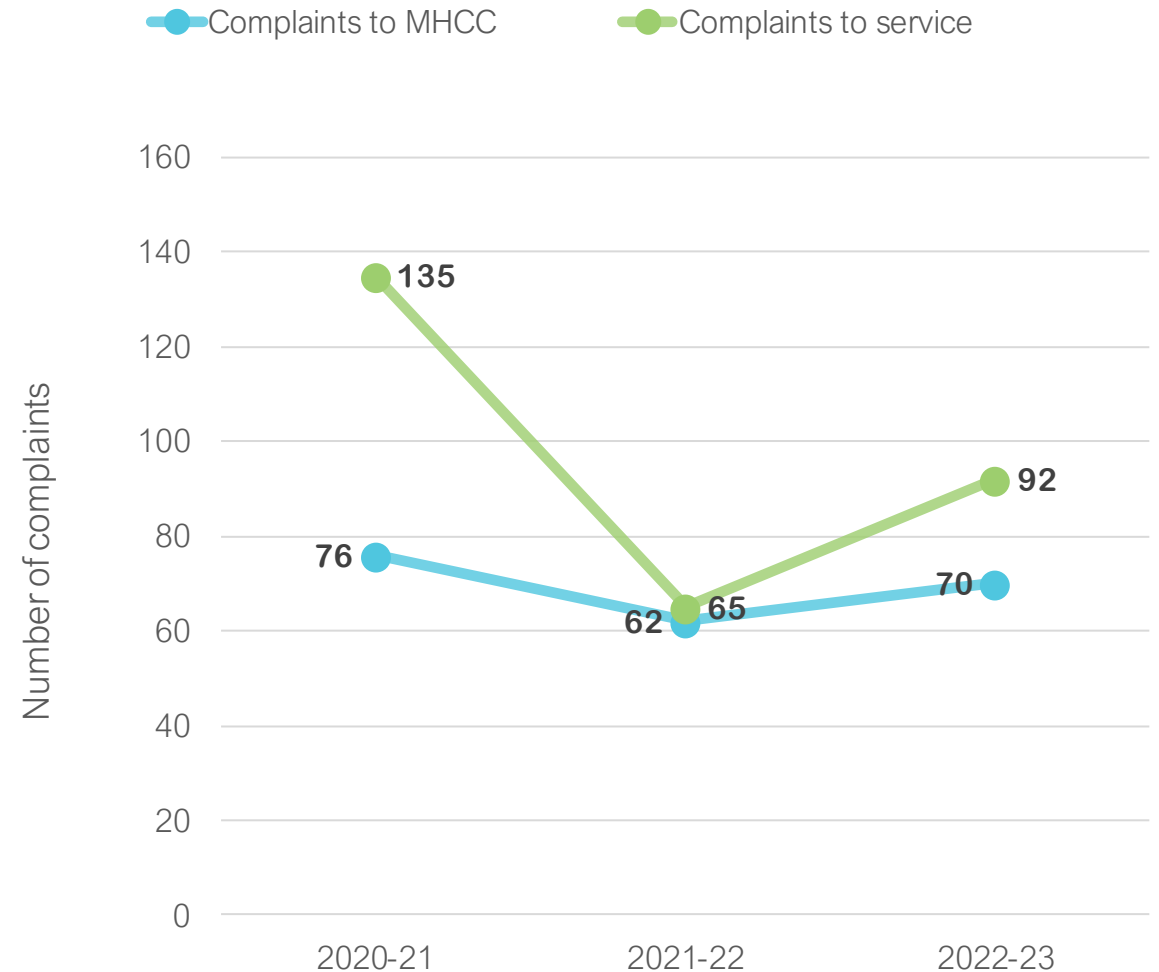
70

Complaints to the MHCC
about Dandenong
AMHS

92

Complaints to
Dandenong AMHS

- Both the number of complaints made to the MHCC about Dandenong AMHS and the number of complaints made directly to the service increased in 2022-23, though remained lower than the numbers recorded in 2020-21.
- Overall, the number of complaints made to the MHCC about Dandenong AMHS remained higher than complaints made directly to the service.

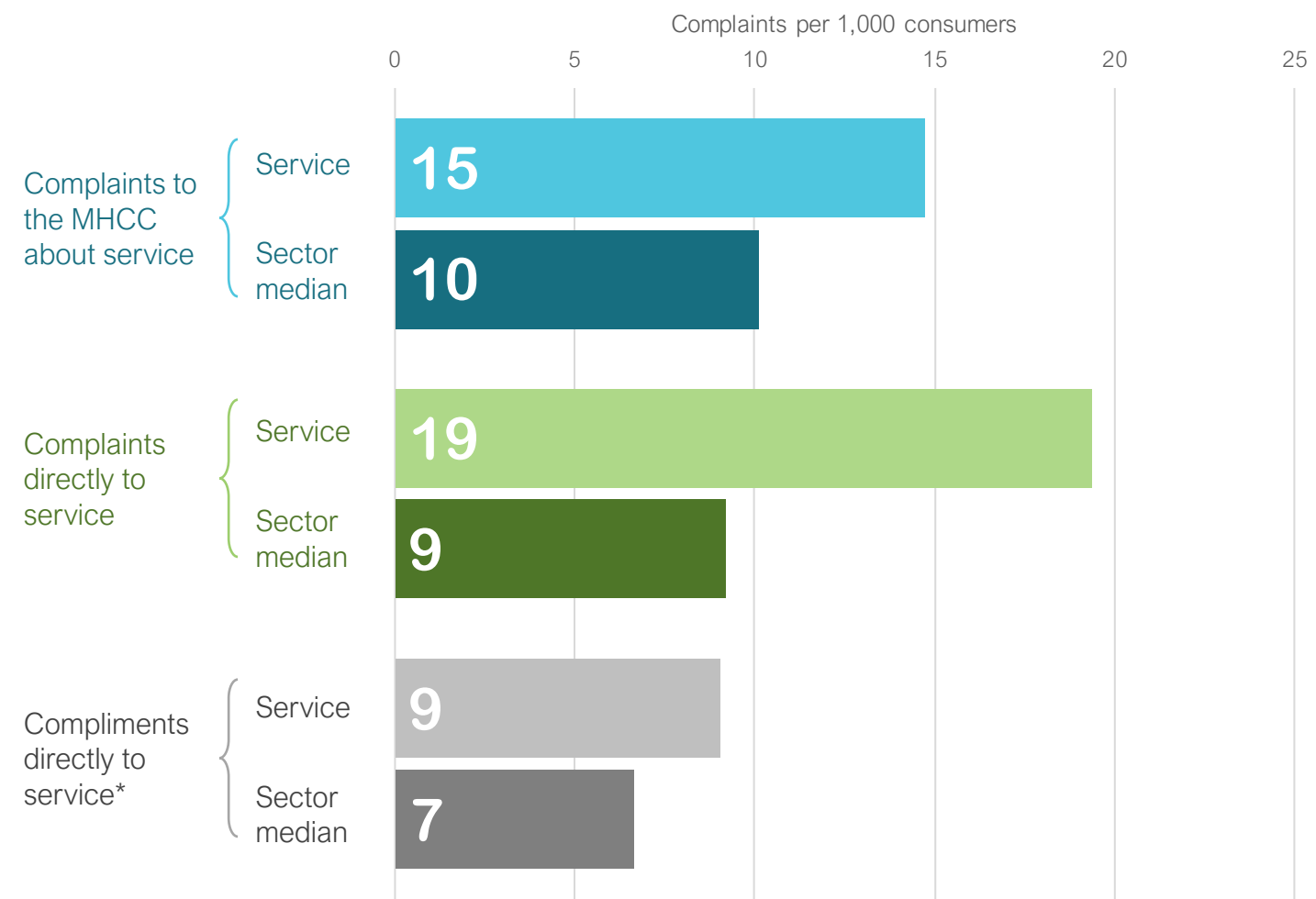


Complaint and compliment rates

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 Dandenong AMHS was higher than the sector median, which remained the same rate since 2021-22.
- The rate of complaints made directly to the service increased from last year and was above the sector median.
- The rate of compliments made directly to the service was higher than the sector median, but lower than the previous year.

Complaints about Dandenong AMHS	Sector-wide complaint
● to the MHCC (n=70)	● to the MHCC (n=1442)
● to the service (n=92)	● to the service (n=1671)
● Compliments to Dandenong AMHS (n=43)	● Compliments to services sector-wide (n=1041)

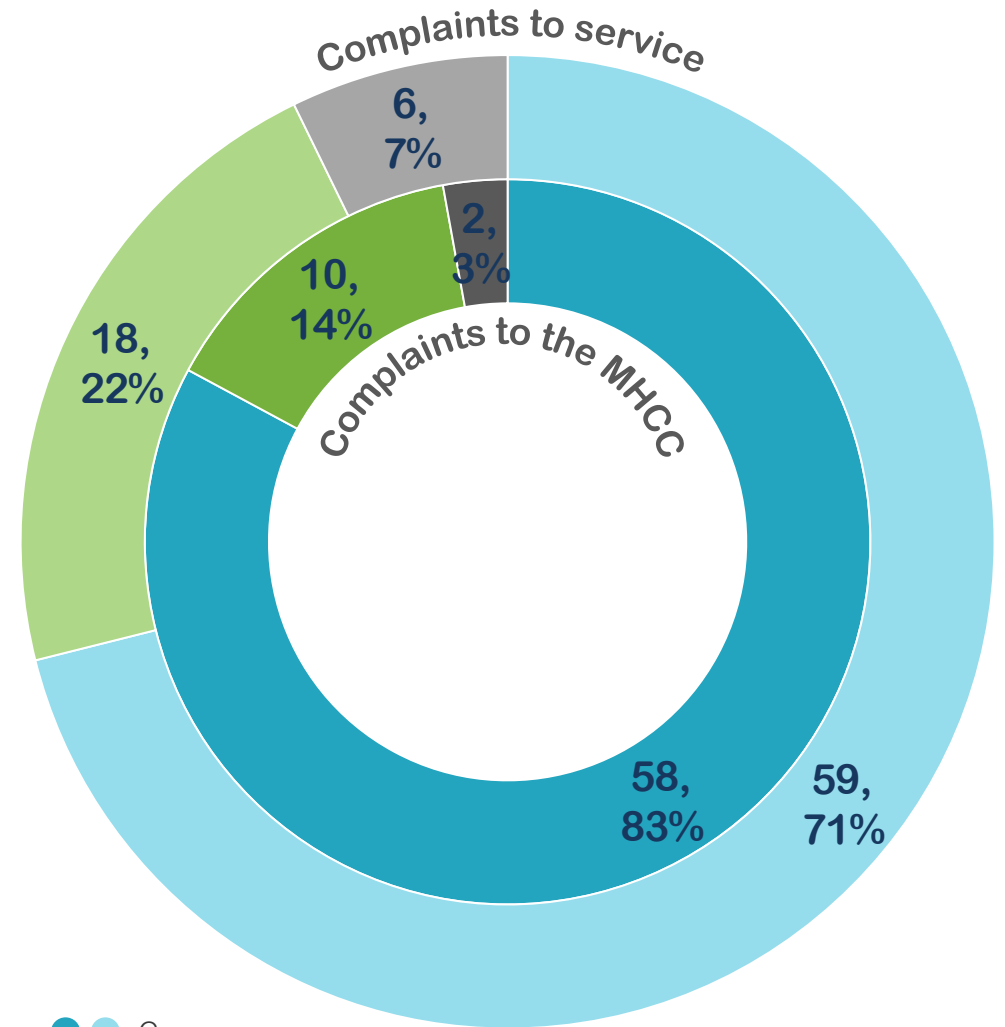


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Dandenong AMHS

- Consumers made the majority of complaints to the MHCC about Dandenong AMHS, and complaints directly to the service itself.
- Family members / carers made just 14% of complaints to the MHCC about Dandenong AMHS and under a quarter of all complaints directly to the service (22%).



- Consumer
- Family member/carer
- Other

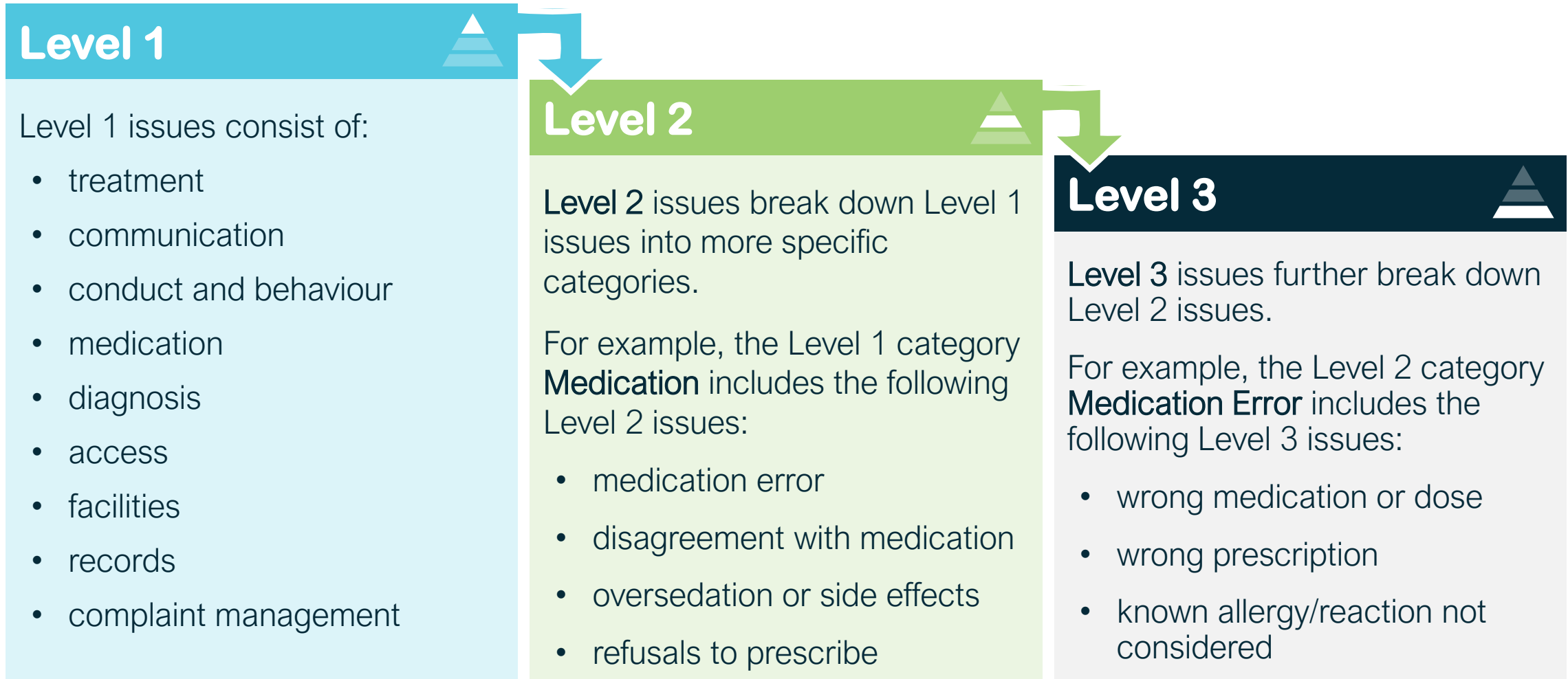
Note: this graphic does not include complaints where the complainant status was unknown.



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 Dandenong AMHS

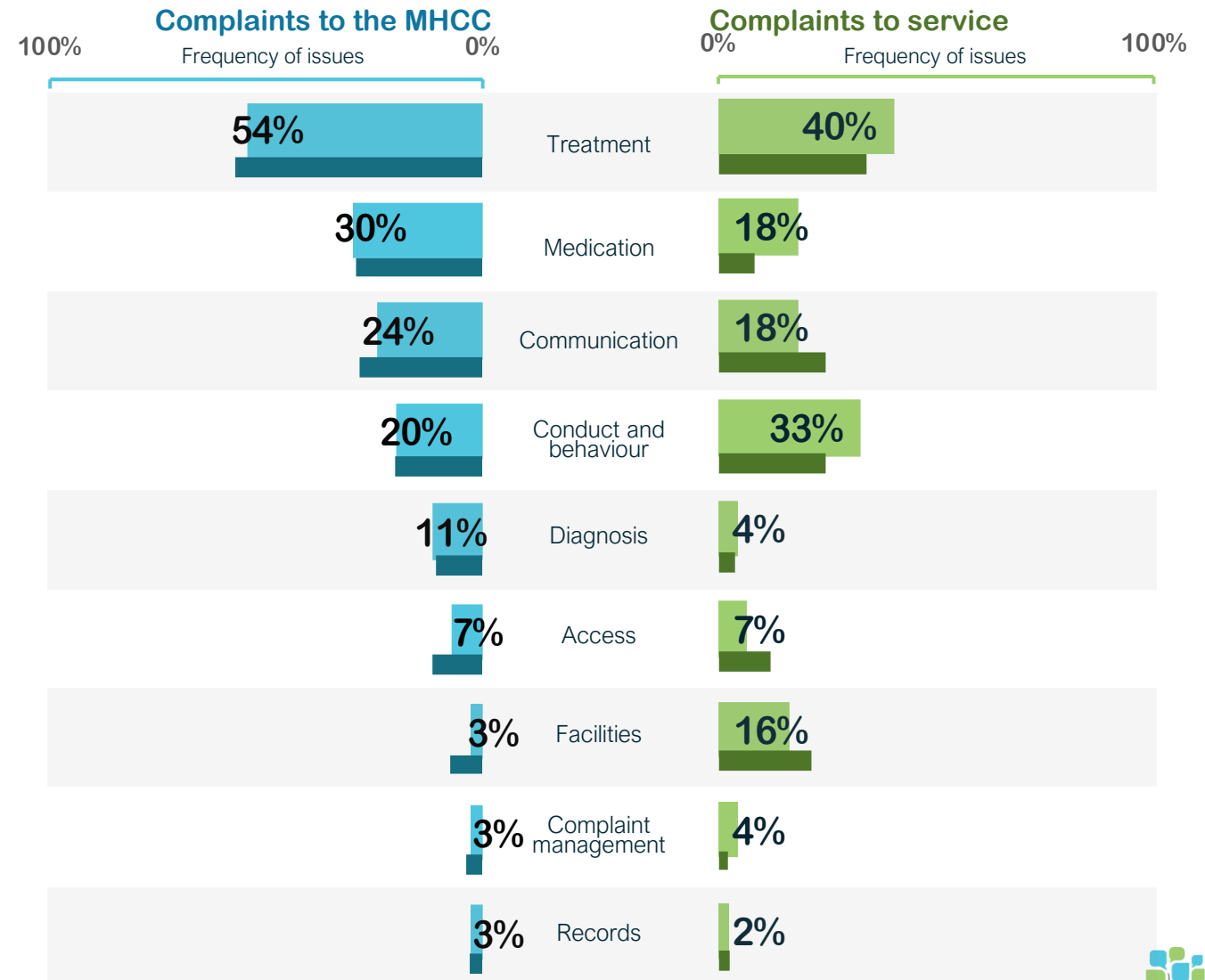
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Dandenong AMHS were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Medication and Communication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

Complaints about Dandenong AMHS

- to the MHCC (n=70)
- to the service (n=92)

Sector-wide complaints

- to the MHCC (n=1442)
- to the service (n=1671)

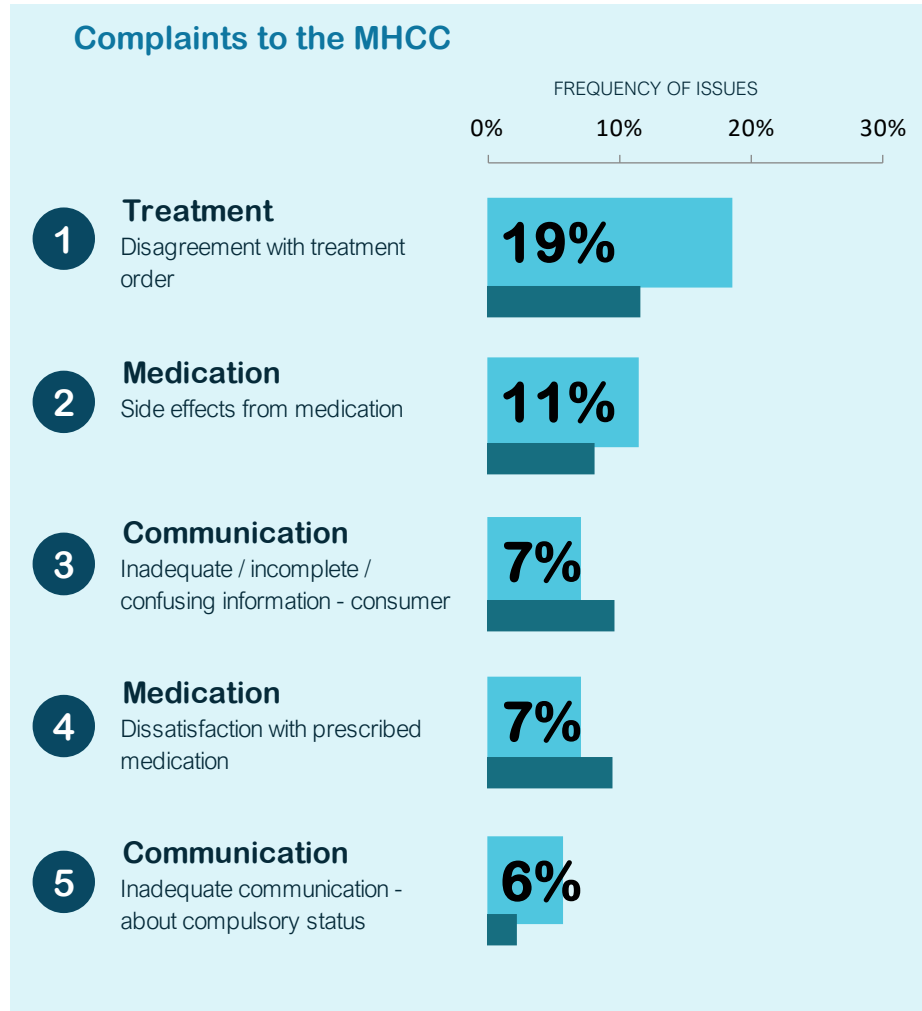


What were complaints about? 2022-23

Most frequent Level 3 issues raised about Dandenong AMHS

Complaints about Dandenong AMHS		Sector-wide complaints	
●	to the MHCC (n=70)	●	to the MHCC (n=1442)
●	to the service (n=92)	●	to the service (n=1671)

- The issues most frequently raised in complaints made to the MHCC about Dandenong AMHS were disagreements with treatment orders, and side effects from medications.
- The issues most frequently raised in complaints made directly to the service were rudeness / lack of respect / discourtesy, inadequate / incomplete / confusing information and disagreements with treatment orders.

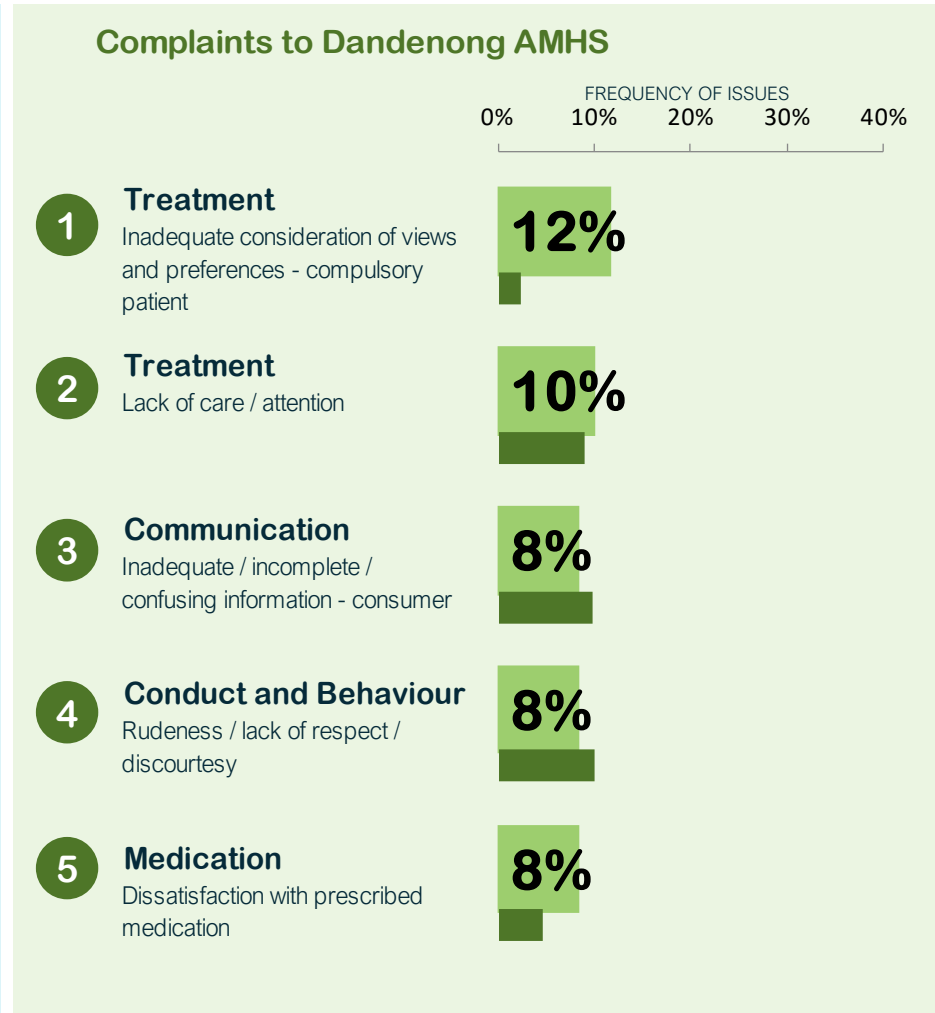
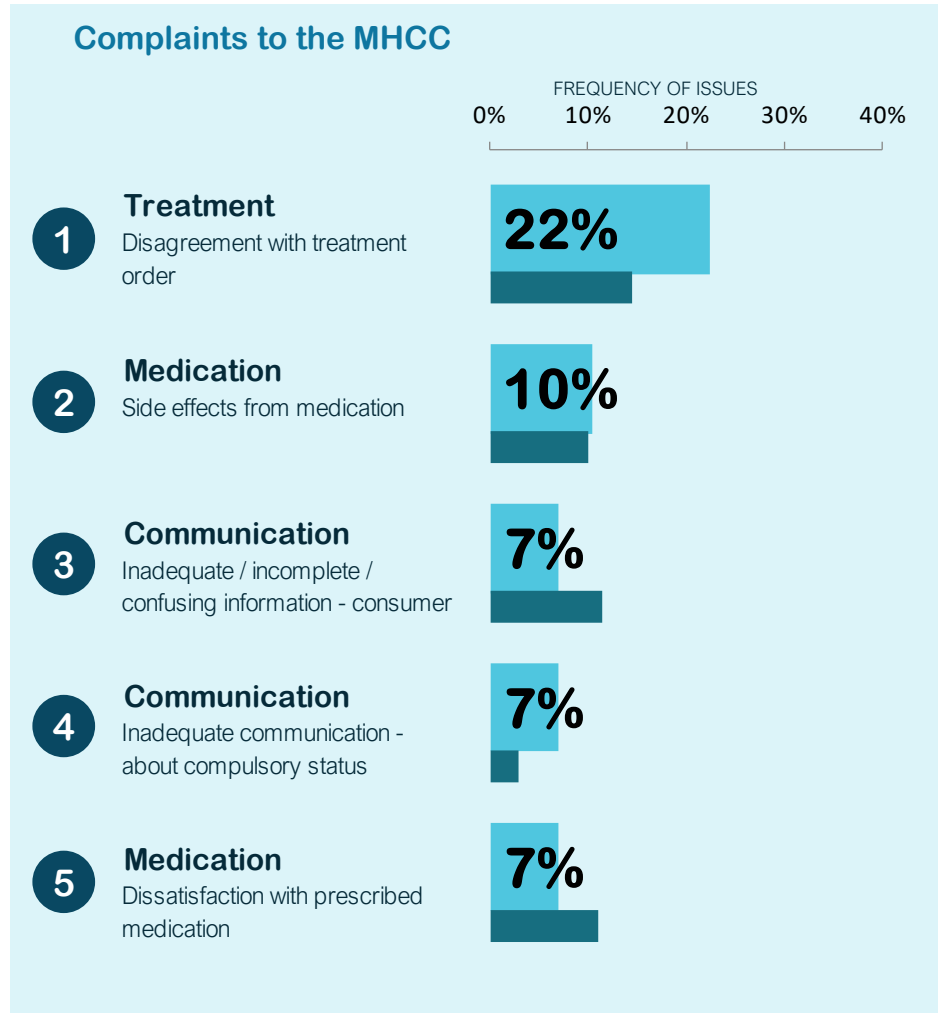


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Dandenong AMHS

Complaints about Dandenong AMHS		Sector-wide complaints	
●	to the MHCC (n=58)	●	to the MHCC (n=1074)
●	to the service (n=59)	●	to the service (n=1039)

- Disagreement with treatment orders, and side effects from medication were the most frequently occurring issues in complaints made by consumers to the MHCC about Dandenong AMHS.
- Inadequate consideration of views and preferences, and lack of care / attention were the most commonly raised issues in complaints made by consumers directly to the service.



Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Dandenong AMHS

- The issues most frequently raised in complaints made by carers to the MHCC about Dandenong AMHS included lack of communication, side effects from medication, and unsafe / premature discharge.
- Communication issues were most common among complaints made by carers directly to the service, including a lack of communication with carers.

Complaints about Dandenong AMHS

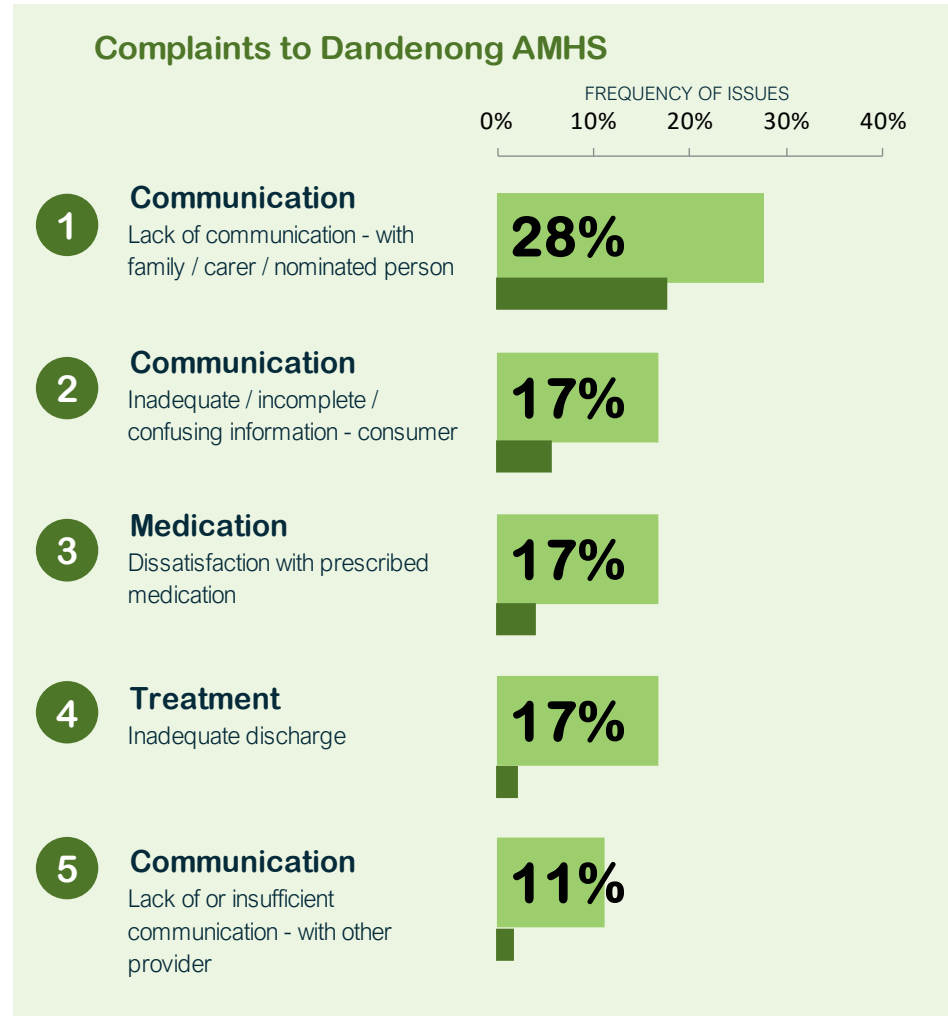
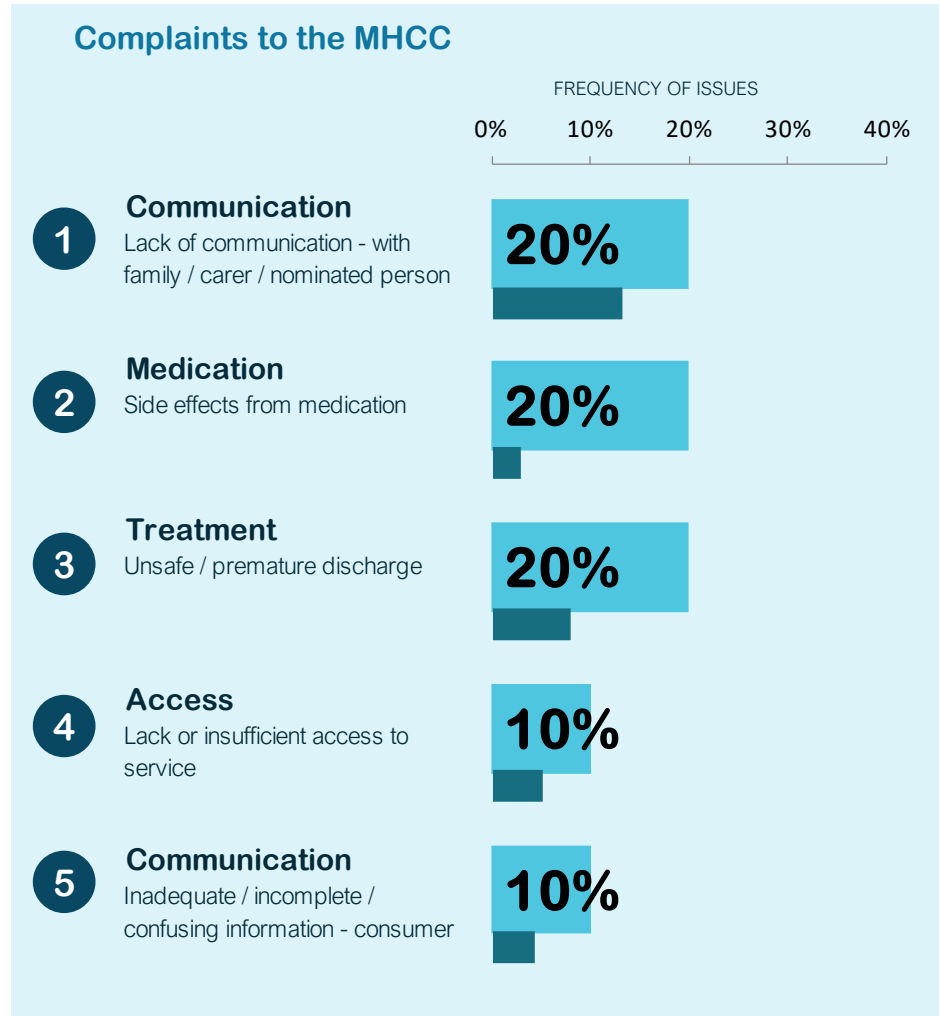
● to the MHCC (n=10)

● to the service (n=18)

Sector-wide complaints

● to the MHCC (n=320)

● to the service (n=380)



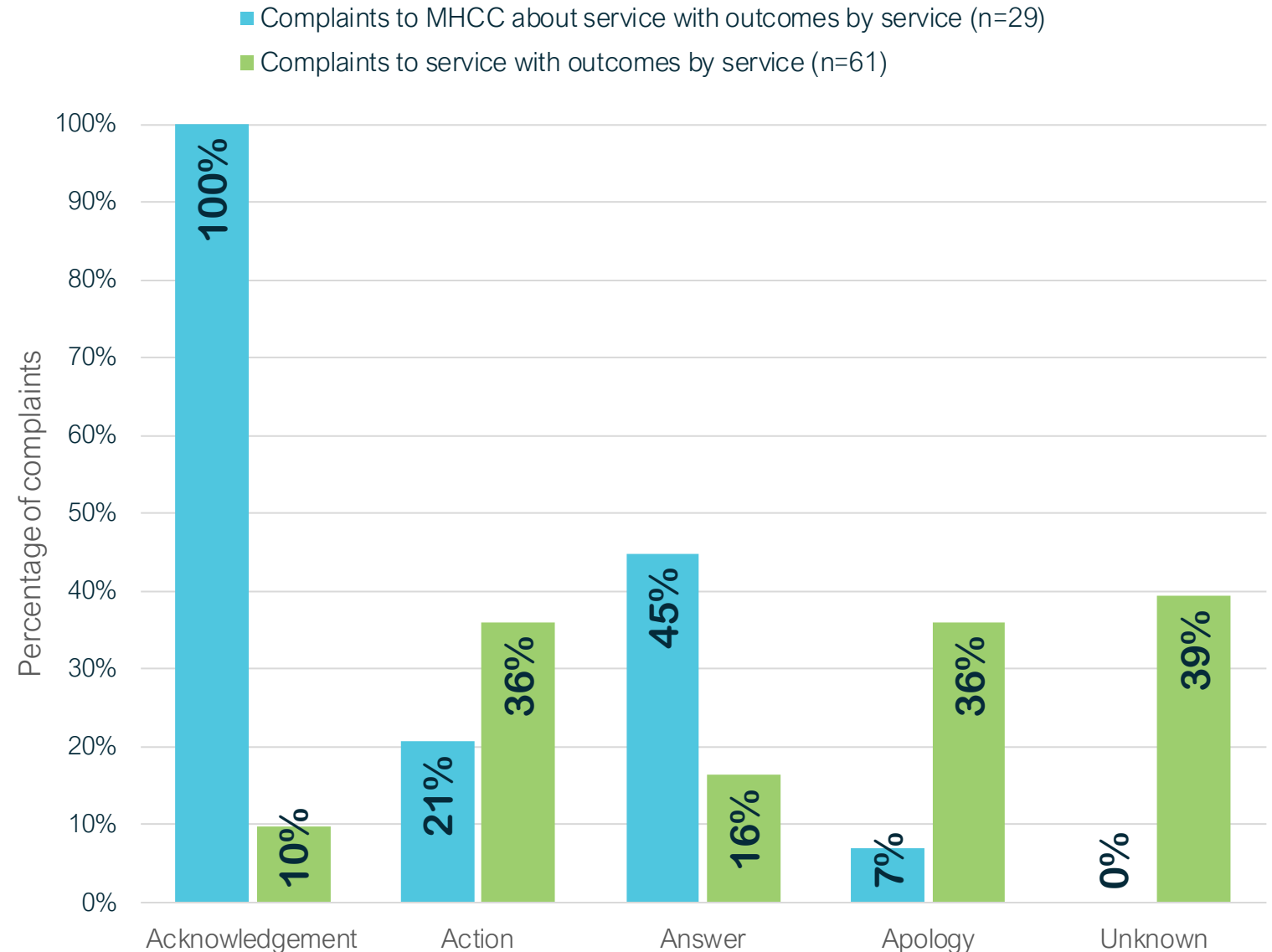


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Dandenong AMHS

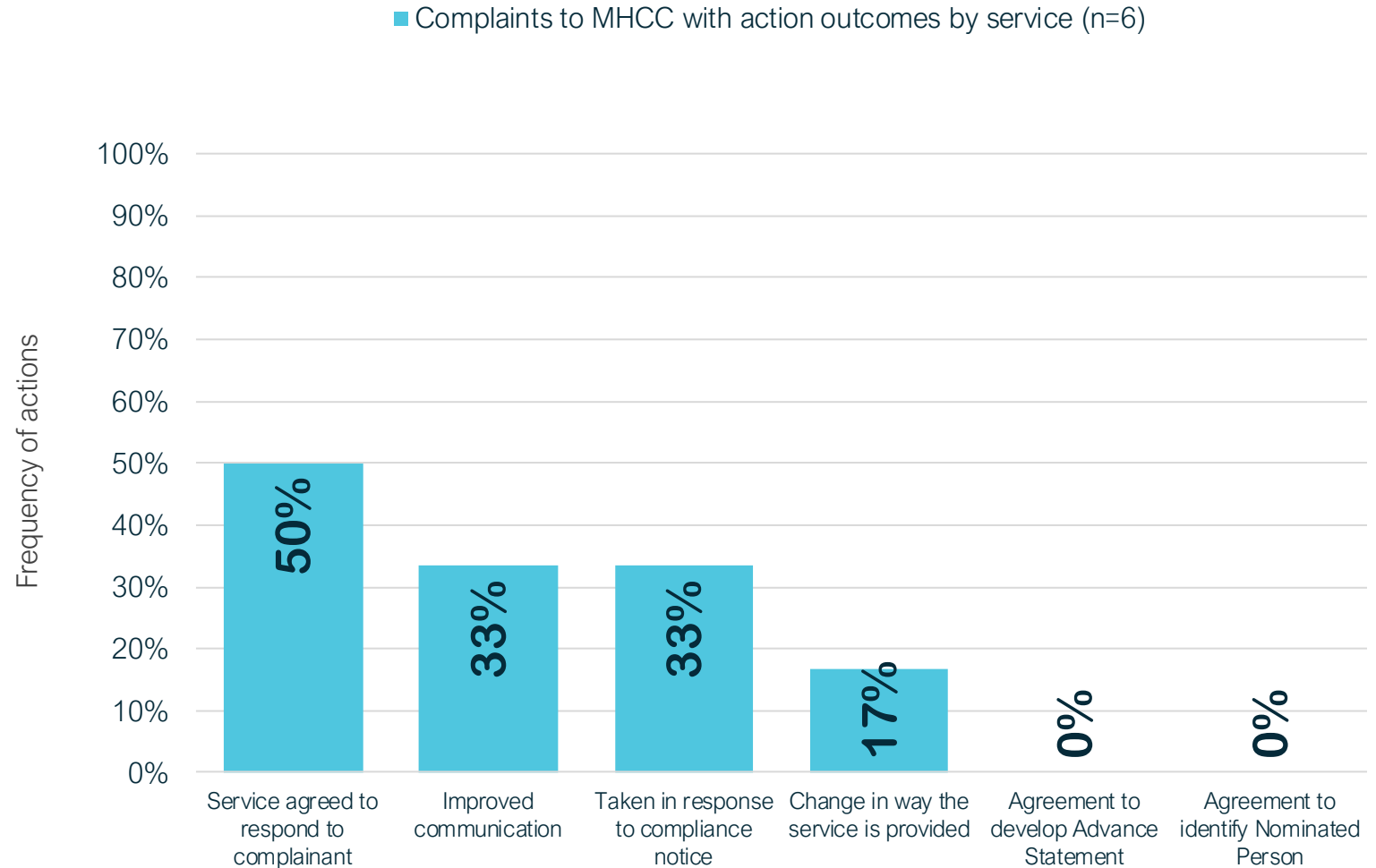
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Dandenong AMHS that were assessed as being in scope for resolution or having a known service outcome. The most common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



What actions were taken by the service? 2022-23

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

- The most common action undertaken by Dandenong AMHS in response to complaints to the MHCC was agreeing to respond to complaint.





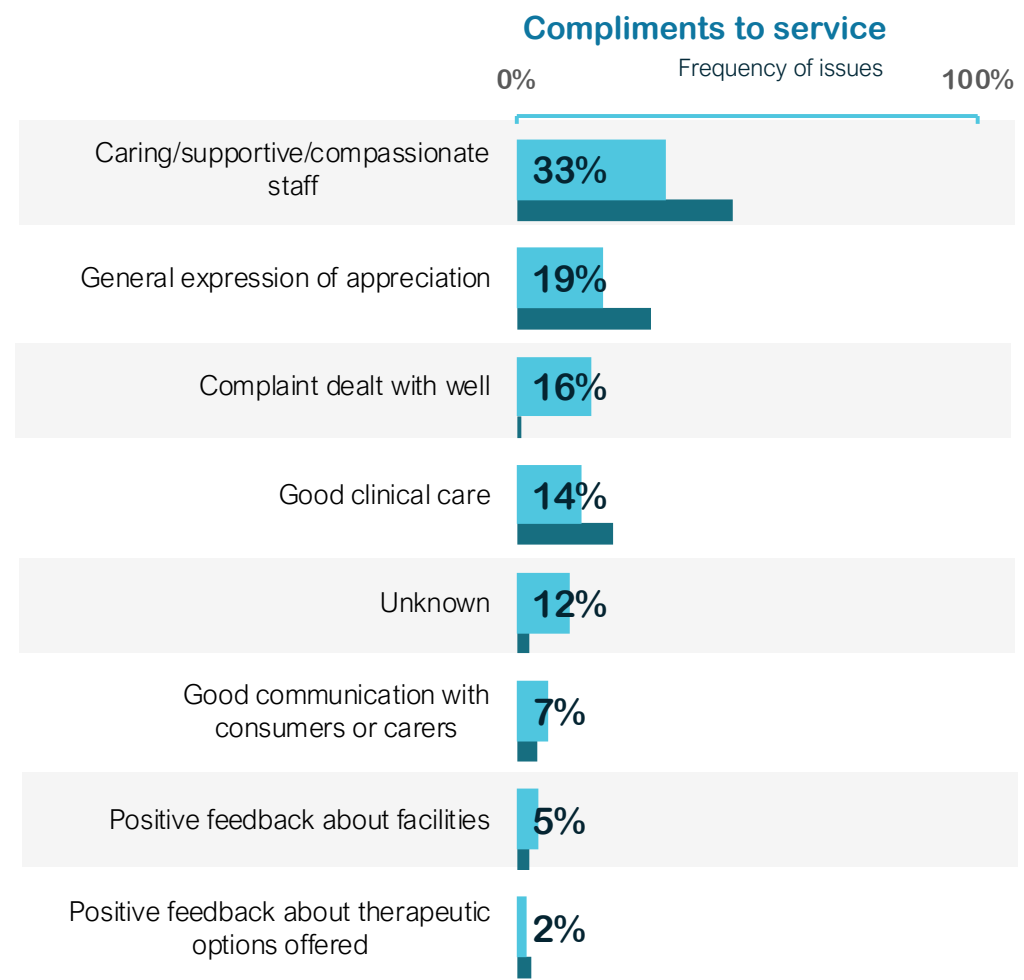
Themes in compliments

What were compliments about? 2022-23

● Compliments to Dandenong AMHS (n=43) ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Dandenong AMHS

- The most frequently raised compliment was in relation to caring / supportive / compassionate staff.
- Other notable compliment areas were general expressions of appreciation (19%) and complaint dealt with well (16%).
- A considerable level of detail was provided by Dandenong AMHS 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 Dandenong AMHS and the number of complaints made directly to the service increased in 2022-23, though remained lower than the numbers recorded in 2020-21.
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Issues raised

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Outcomes

- The most common outcome for complaints to the MHCC was acknowledgement of the issue(s) raised by the complainant followed by an answer in response to the complaint.
- Common outcomes of complaints made directly to Dandenong AMHS were apologies in response to the issues raised and responsive actions.
- The most common action undertaken by Dandenong AMHS in response to complaints to the MHCC was agreeing to respond to complaint.