

# Summary of service provider complaint report

## Monash ELMHS

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:



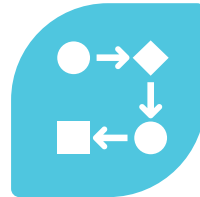
**identify key themes**  
and emerging issues  
across the sector



**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

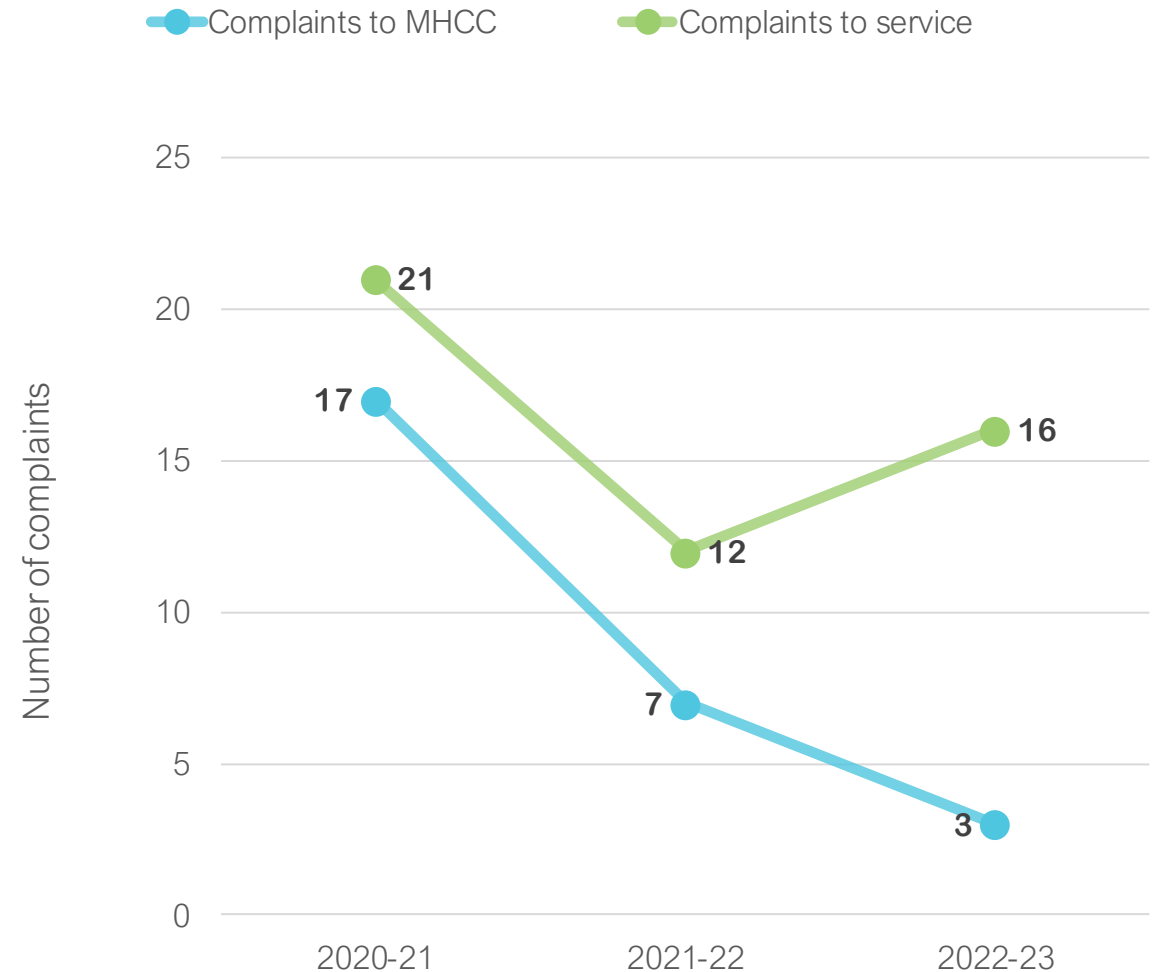
3

Complaints to MHCC  
about Monash ELMHS

16

Complaints to  
Monash ELMHS

- The number of complaints made to the MHCC about Monash ELMHS decreased between 2021-22 and 2022-23, while the number of complaints made directly to the service increased.
- In line with the previous years, the number of complaints made to the MHCC about Monash ELMHS was lower than complaints made directly to the service.
- The total number of complaints made about Monash ELMHS has remained the same in 2022-23 as the previous year.

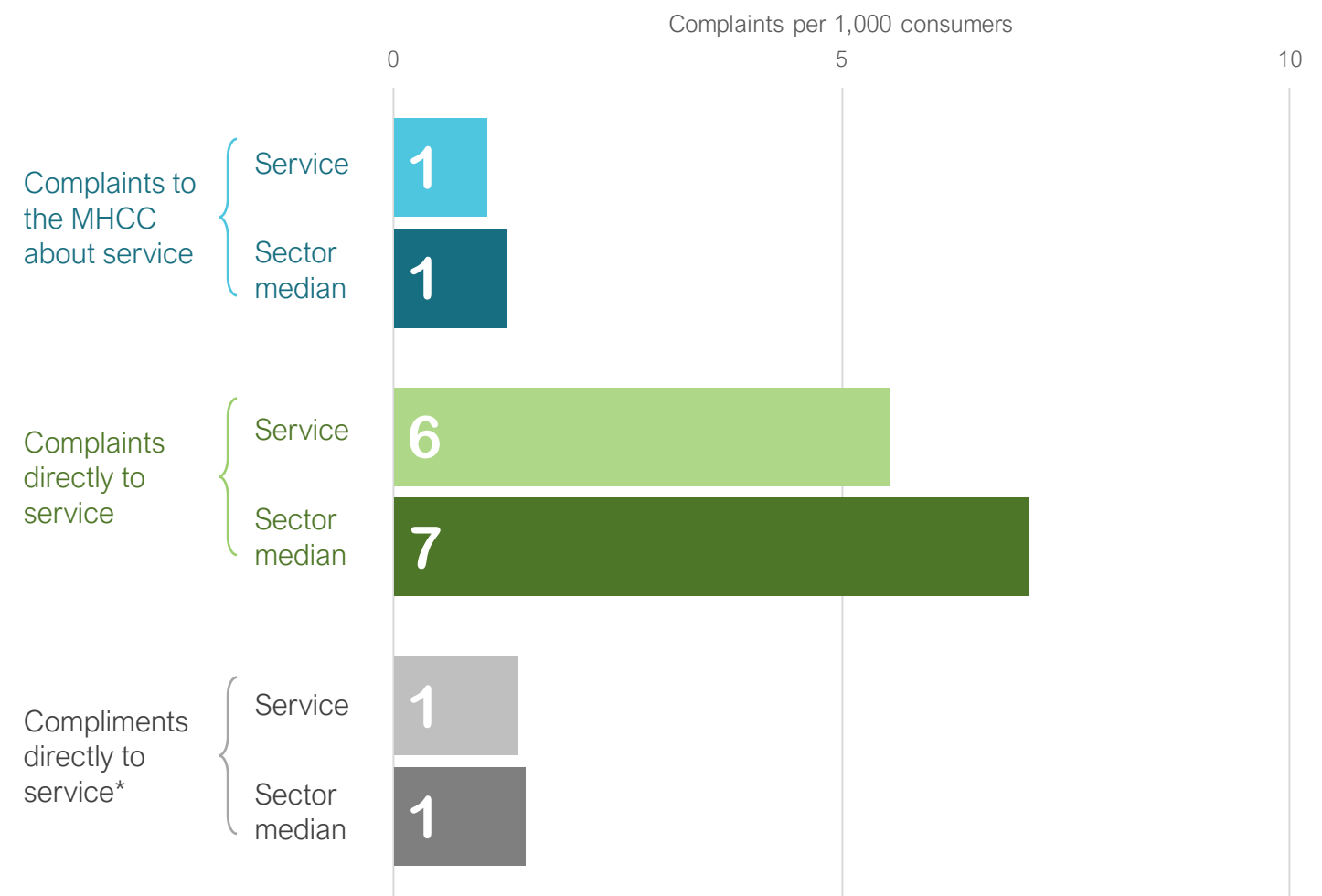


# Complaint and compliment rates

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.
- Note that the sector in this report refers to other services that primarily provide services to children, adolescents and youth.
- The rate of complaints received by the MHCC about Monash ELMHS decreased in 2022-23 when compared with the previous year, now matching the sector median.
- The rate of complaints made directly to the service was below the sector median, but higher than the previous year.
- The rate of compliments made directly to the service was the same as the sector median.

<b>Complaints about Monash ELMHS</b>	<b>Sector-wide complaint</b>
● to the MHCC (n=3)	● to the MHCC (n=63)
● to the service (n=16)	● to the service (n=169)
● Compliments to Monash ELMHS (n=4)	● Compliments to services sector-wide (n=138)

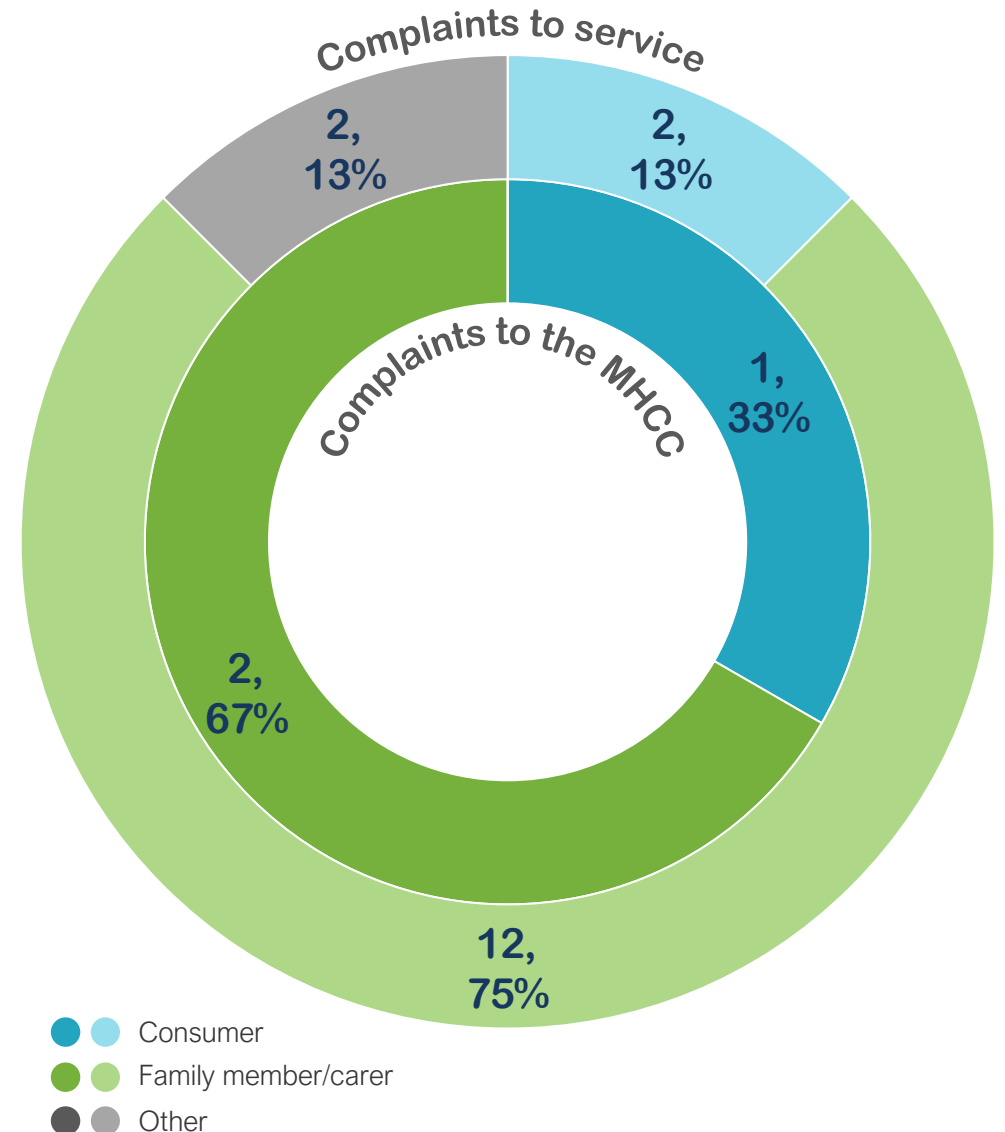


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2022-23

Complaints raised about Monash ELMHS

- Consumers made just over a tenth of complaints to the MHCC about Monash ELMHS (13%) and only a third of complaints directly to the service itself (33%).
- Family members / carers made two thirds of complaints to the MHCC about Monash ELMHS (67%) and three quarters of complaints directly to the service (75%).



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

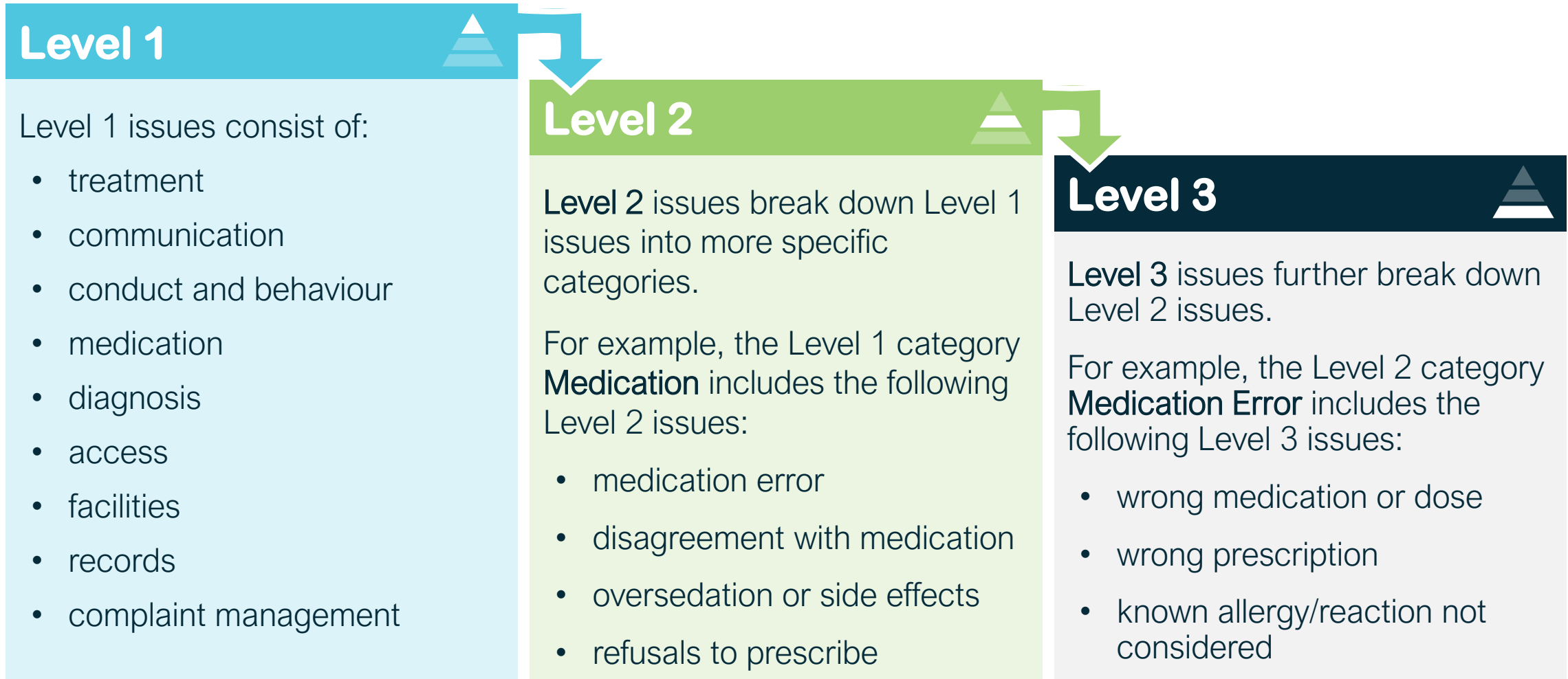


# Issues raised in complaint



# 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 Monash ELMHS

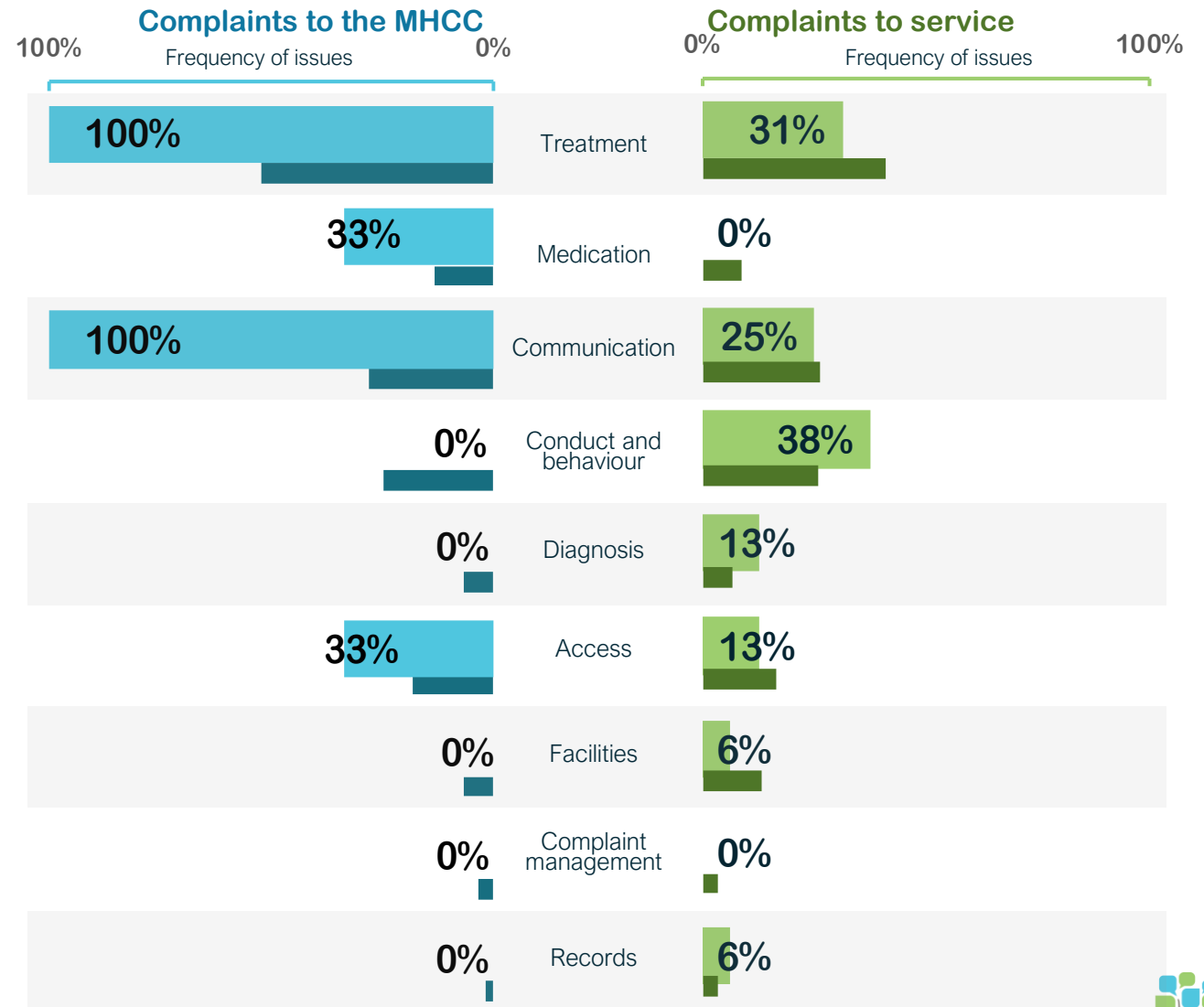
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- The three complaints made to the MHCC about Monash ELMHS related to issues about Treatment, Communication, Medication and Access.
- Issues raised in complaints made directly to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

Complaints about Monash ELMHS

- to the MHCC (n=3)
- to the service (n=16)

Sector-wide complaints

- to the MHCC (n=63)
- to the service (n=169)

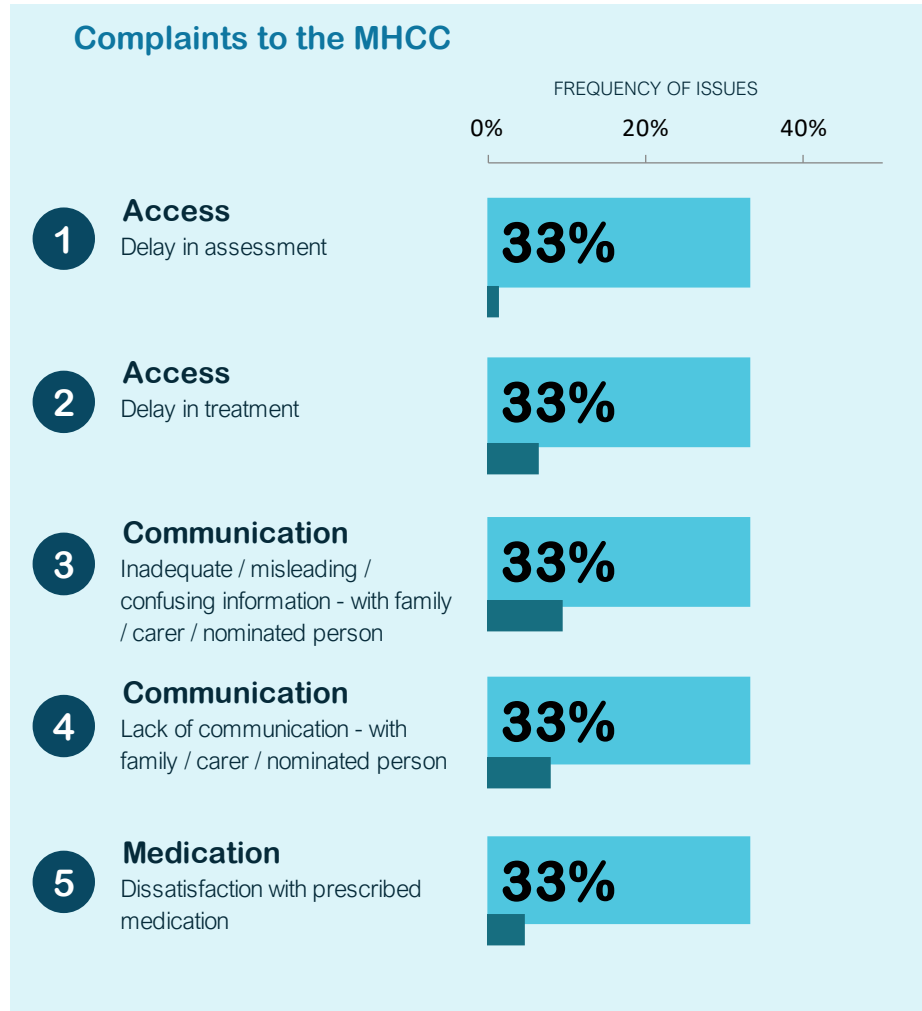


# What were complaints about? 2022-23

Most frequent Level 3 issues raised about Monash ELMHS

Complaints about Monash ELMHS		Sector-wide complaints	
●	to the MHCC (n=3)	●	to the MHCC (n=63)
●	to the service (n=16)	●	to the service (n=169)

- Some of the issues raised in the three complaints made to the MHCC about Monash ELMHS related to Access, including delays in assessment and delays in treatment.
- There were no standout issues among complaints made directly to the service itself.

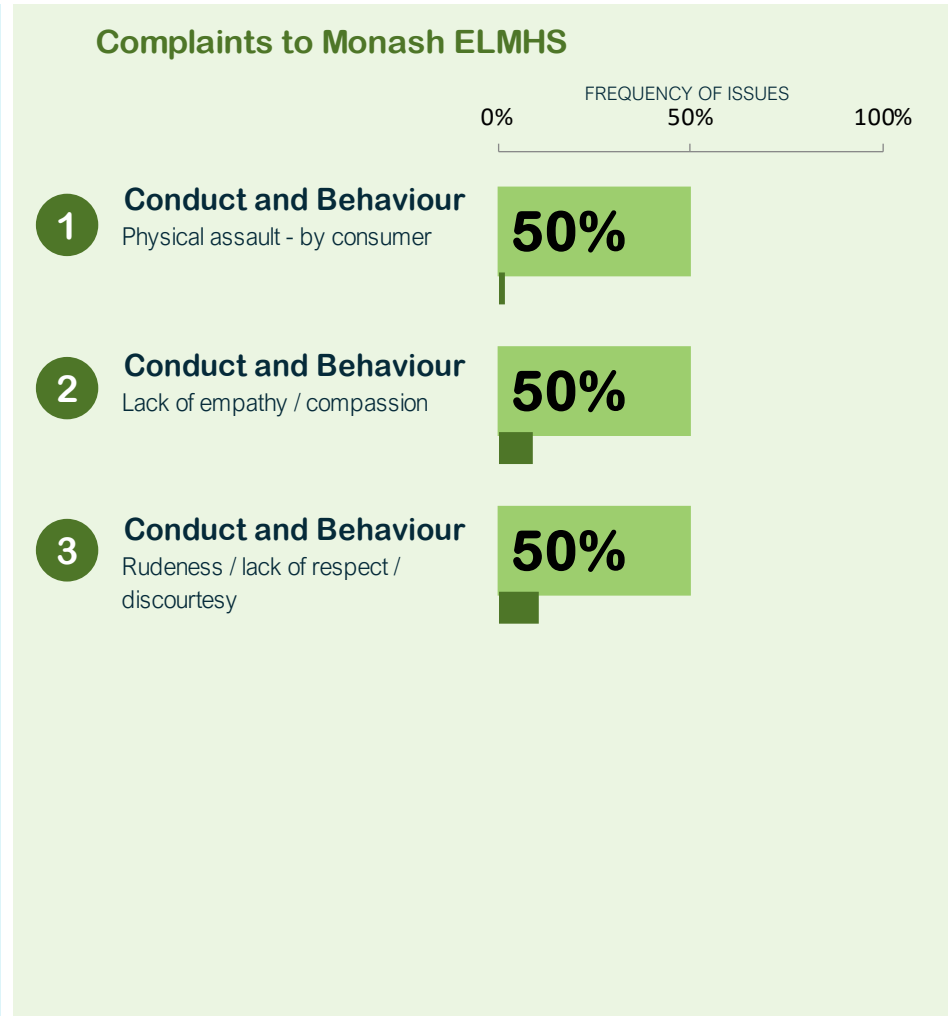
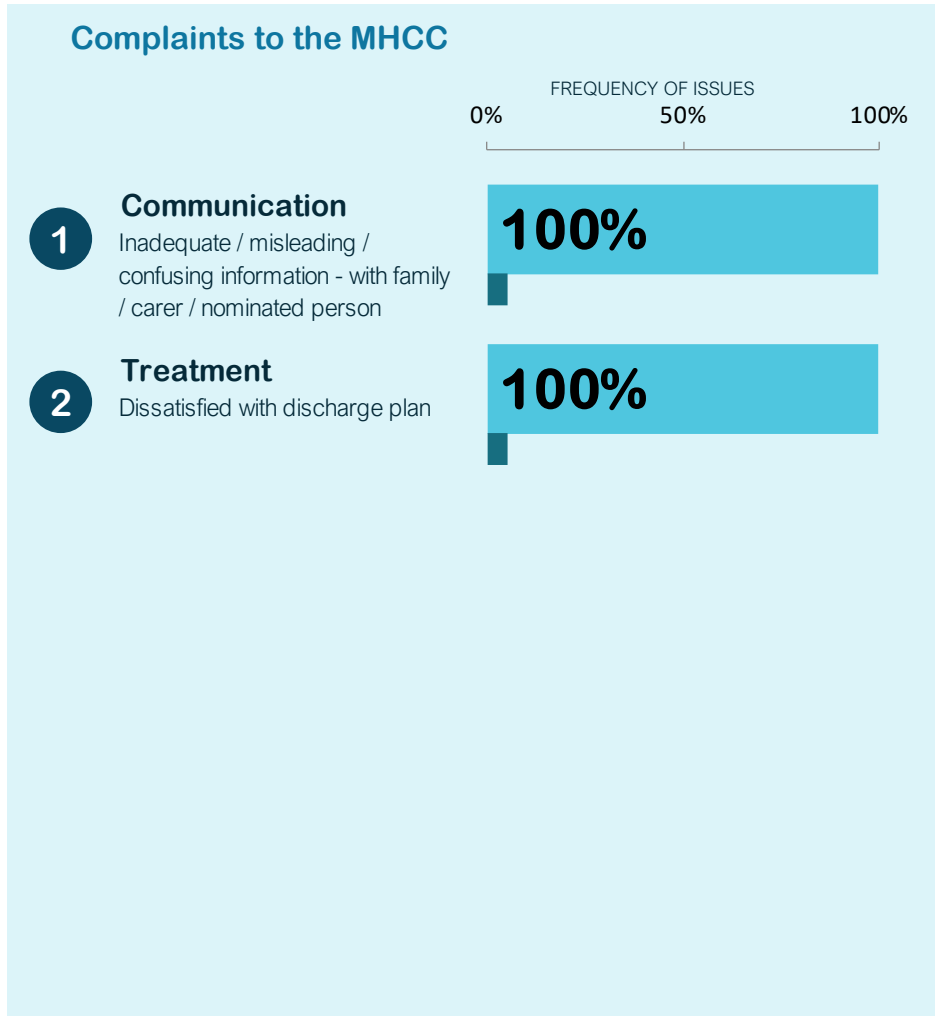


# Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Monash ELMHS

<p><b>Complaints about Monash ELMHS</b></p> <ul style="list-style-type: none"> <li><span style="color: #00AEEF;">●</span> to the MHCC (n=1)</li> <li><span style="color: #92D050;">●</span> to the service (n=2)</li> </ul>	<p><b>Sector-wide complaints</b></p> <ul style="list-style-type: none"> <li><span style="color: #00728F;">●</span> to the MHCC (n=20)</li> <li><span style="color: #548235;">●</span> to the service (n=60)</li> </ul>
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- The single complaint made by a consumer to MCHH about Monash ELMHS related to inadequate / misleading / confusing information and dissatisfaction with a discharge plan.
- The two complaints made by consumers directly to the service both concerned to conduct & behaviour issues.

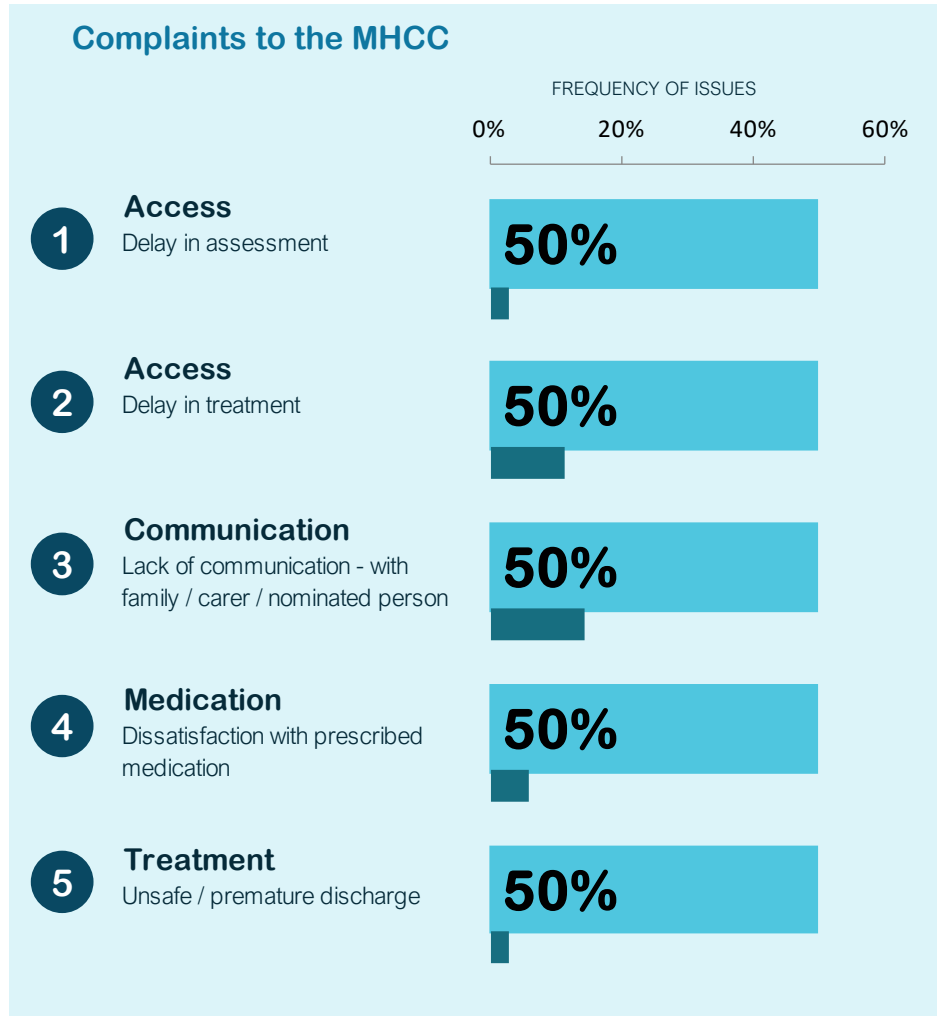


# Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Monash ELMHS

- Some of the issues raised in complaints made by carers to the MHCC about Monash ELMHS related to Access, including delays in assessment and delays in treatment.
- Lack or insufficient access to a service, lack of communication, and lack of attention were the issues most frequently raised in complaints made by carers directly to the service.

<b>Complaints about Monash ELMHS</b>	<b>Sector-wide complaints</b>
● to the MHCC (n=2)	● to the MHCC (n=36)
● to the service (n=12)	● to the service (n=87)



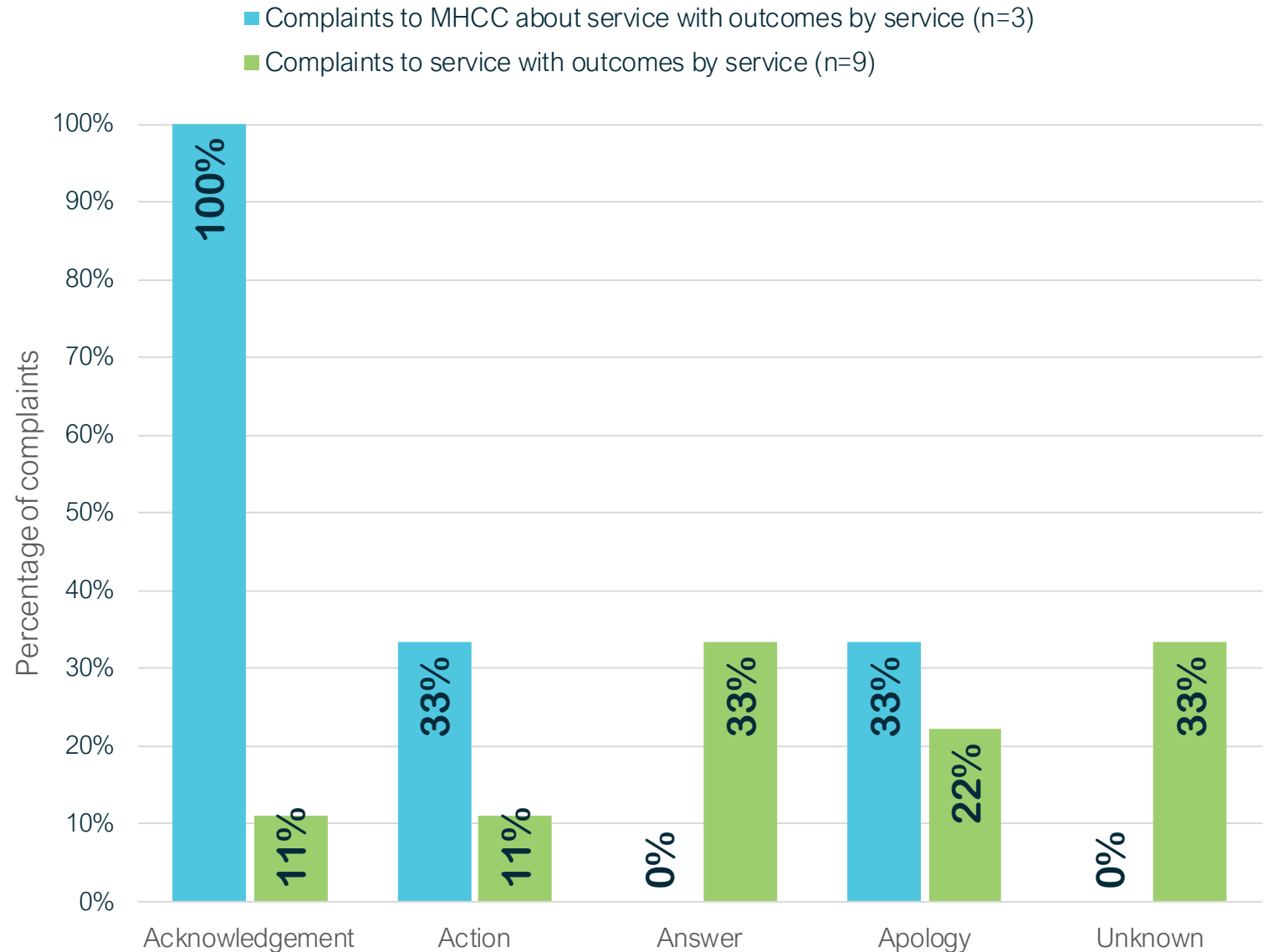


# Outcomes of complaints

# What were the outcomes of complaints? 2022-23

## Closed complaints about Monash ELMHS

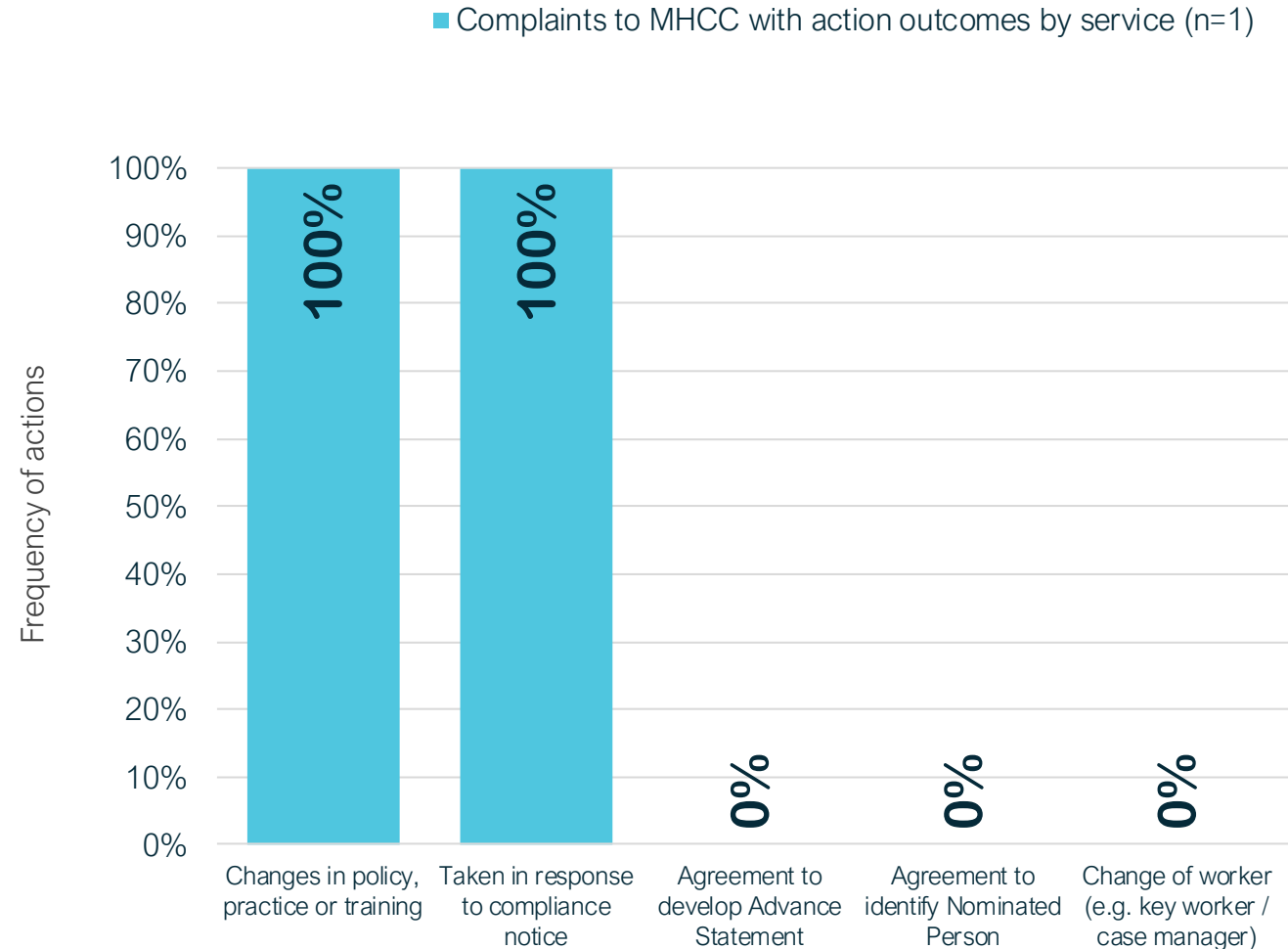
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Monash ELMHS that were assessed as being in scope for resolution or having a known service outcome. The most common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



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

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

- Actions undertaken by Monash ELMHS in response one of the complaints to the MHCC included changing policy, practice or training, and an action taken in response to a compliance notice.







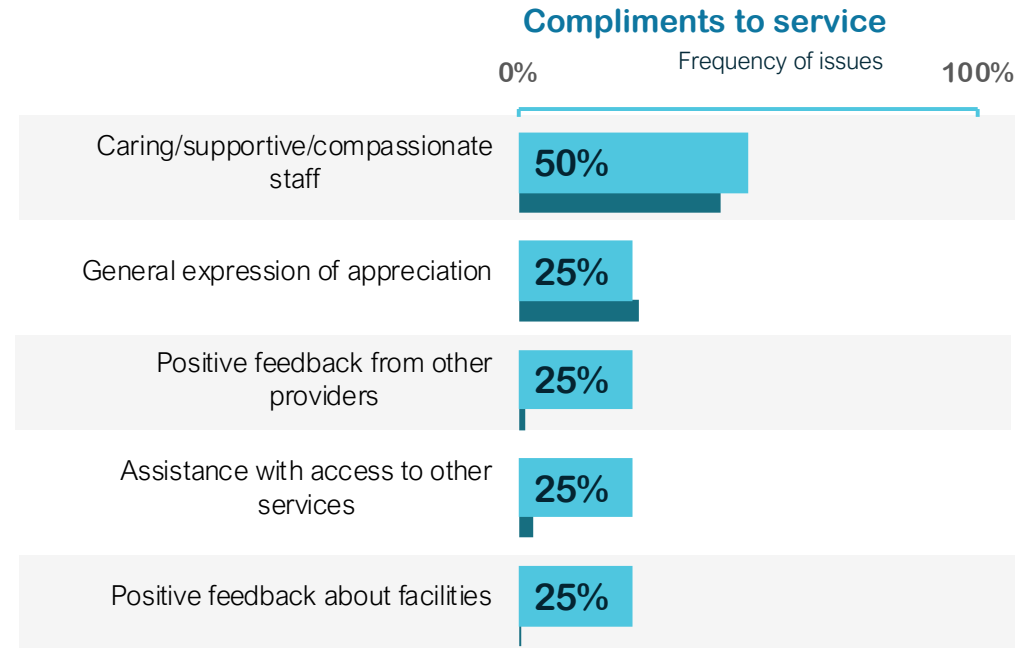
# Themes in compliments

# What were compliments about? 2022-23

● Compliments to Monash ELMHS (n=4)      ● Compliments to services sector-wide (n=138)

Issues raised in compliments about Monash ELMHS

- The most frequently raised compliment was caring / supportive / compassionate staff.
- A considerable level of detail was provided by Monash ELMHS about their compliments data that enabled the MHCC to identify more specific themes.



# Key points to consider



## Complaint numbers

- The number of complaints made to the MHCC about Monash ELMHS decreased between 2021-22 and 2022-23, while the number of complaints made directly to the service increased.
- In line with the previous years, the number of complaints made to the MHCC about Monash ELMHS was lower than complaints made directly to the service.
- Consumers made just over a tenth of complaints to the MHCC about Monash ELMHS (13%) and only a third of complaints directly to the service itself (33%).



## Issues raised

- The three complaints made to the MHCC about Monash ELMHS related to issues about Treatment, Communication, Medication and Access.
- Issues raised in complaints made directly to the service were broadly consistent with those raised in complaints directly to services for the sector, with Conduct & behaviour, Treatment and Communication being commonly raised issues.



## Outcomes

- The most common outcome for complaints to the MHCC was acknowledgement of the issue(s) raised by the complainant.
- Common outcomes of complaints made directly to Monash ELMHS were an answer in response to the complainant and an apology.
- Actions undertaken by Monash ELMHS in response one of the complaints to the MHCC included changing policy, practice or training, and an action taken in response to a compliance notice.