

# Summary of service provider complaint report

## Monash 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:



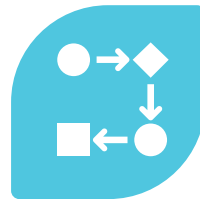
**identify key themes**  
and emerging issues  
across the sector



**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

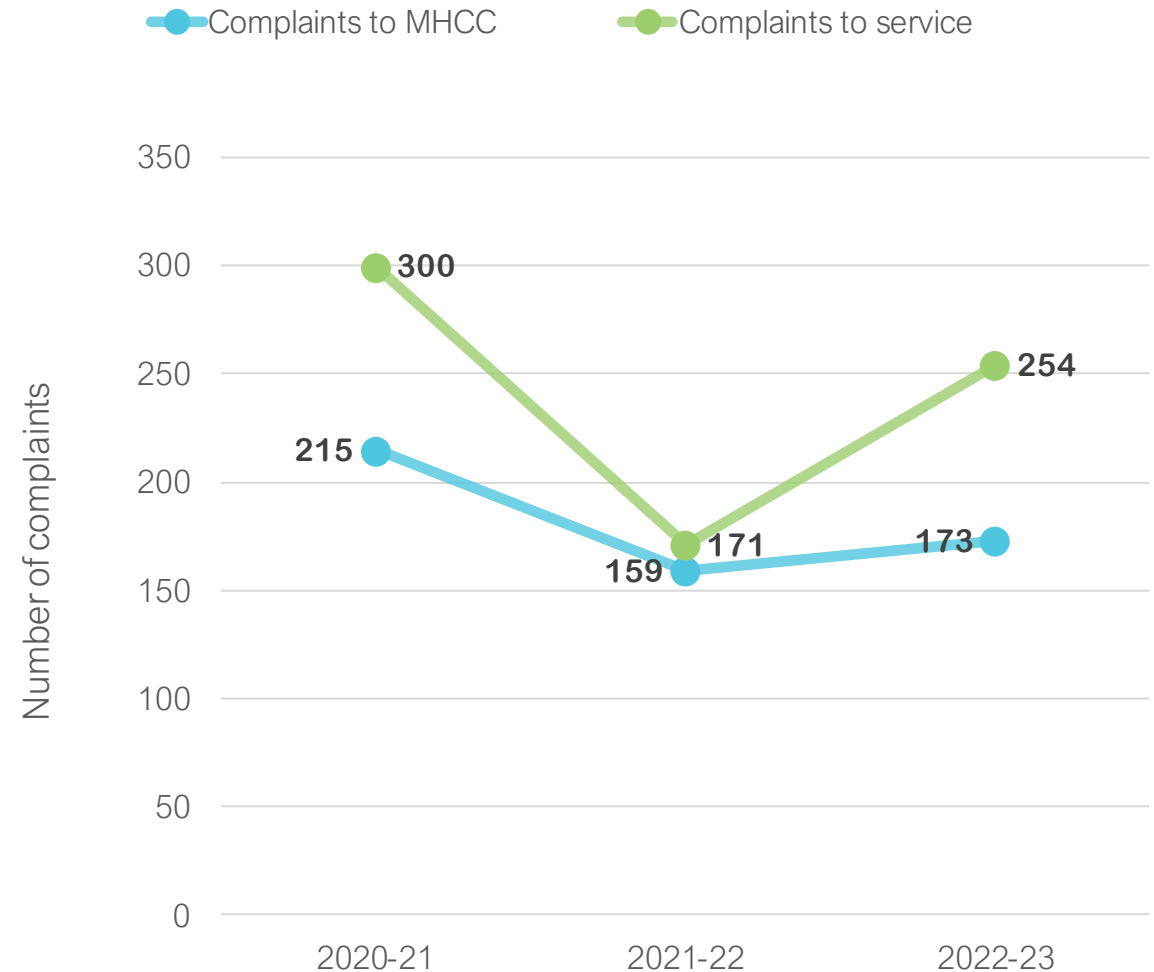
173

Complaints to MHCC  
about Monash Health

254

Complaints to  
Monash Health

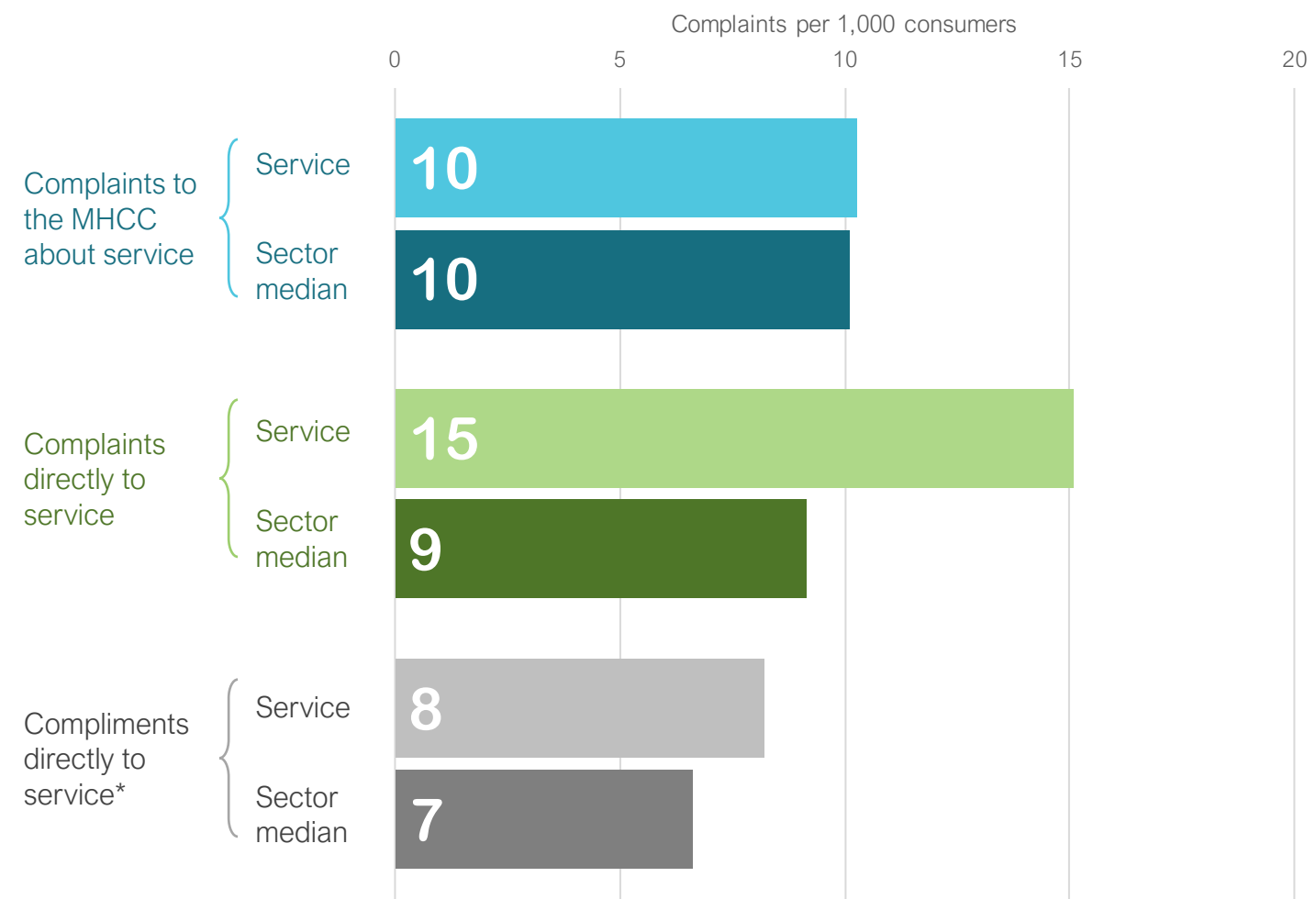
- The number of complaints made to the MHCC about Monash Health and those made directly to the service increased from 2021-22 to 2022-23, with the degree of increase larger for complaints made directly to the service.
- Having been nearly equal in 2021-22, the number of complaints made directly to Monash Health was much larger than complaints made to the MHCC about the service in 2022-23.



# 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.
- While the rate of complaints received by the MHCC about Monash Health was the same as the sector median, the rate of complaints directly to the service was notably higher.
- Compliments made directly to the service were higher than the sector median, but lower than that recorded last year.

<b>Complaints about Monash Health</b>	<b>Sector-wide complaint</b>
● to the MHCC (n=173)	● to the MHCC (n=1442)
● to the service (n=254)	● to the service (n=1671)
● Compliments to Monash Health (n=138)	● Compliments to services sector-wide (n=1041)

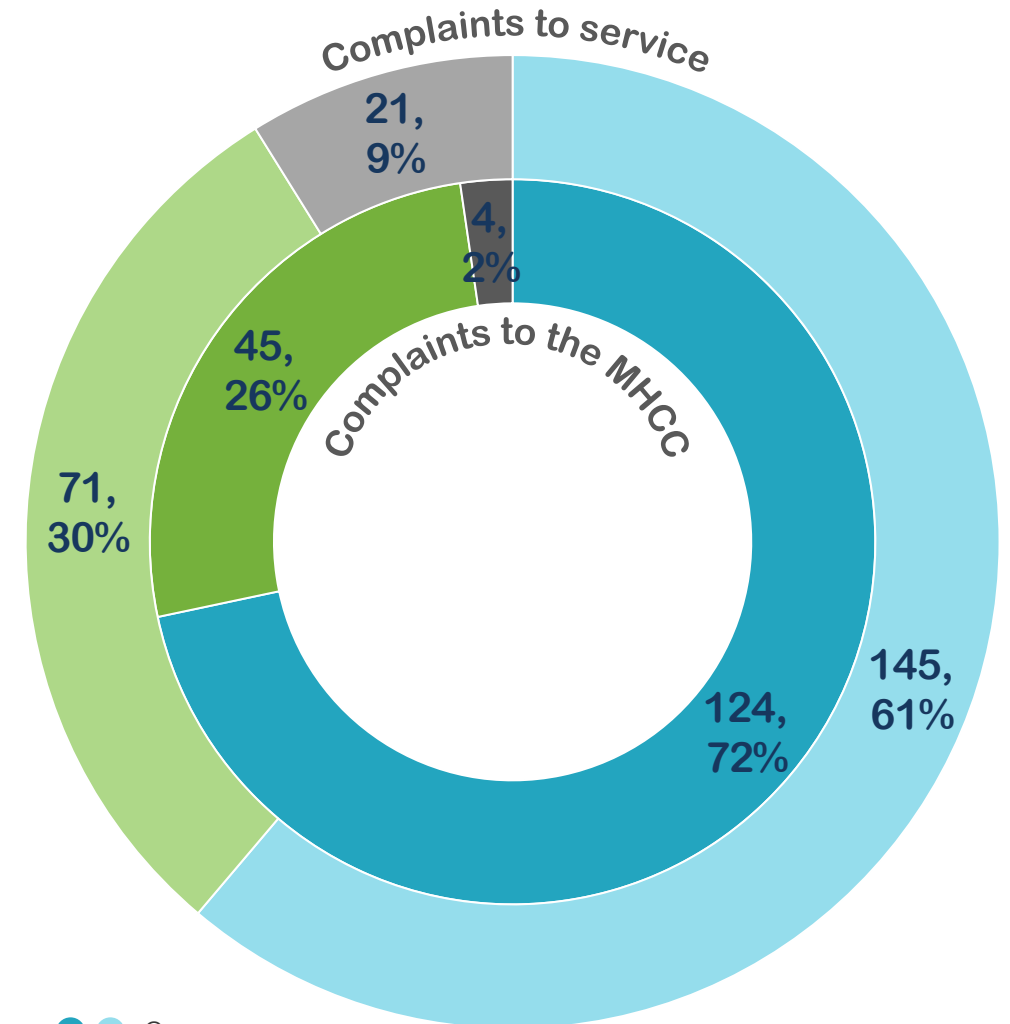


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2022-23

Complaints raised about Monash Health

- Consumers made most of the complaints to the MHCC about Monash Health and to the service itself.
- In contrast, family members / carers made a quarter of complaints to the MHCC about Monash Health (26%) and just under a third of complaints directly to the service (30%).



- Consumer
- Family member/carer
- Other

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

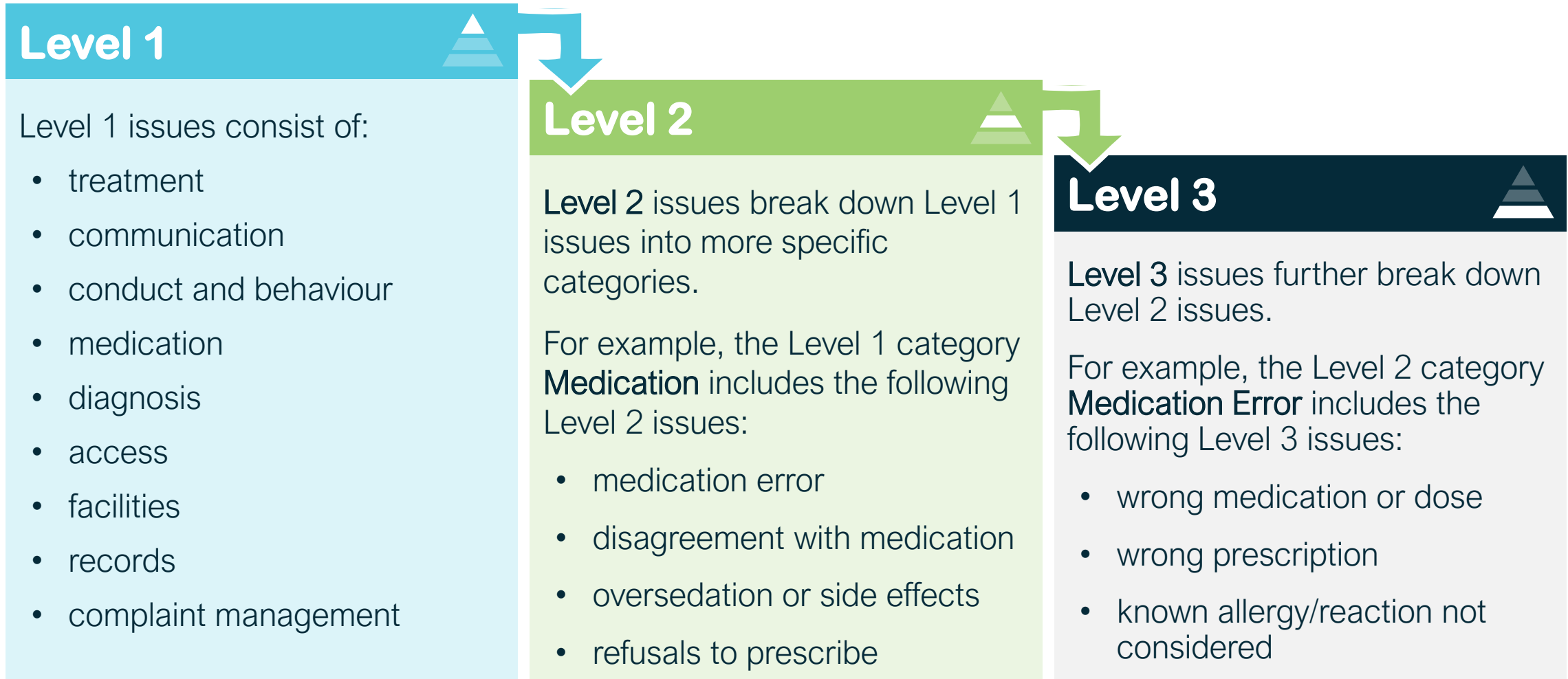


# Issues raised in complaint



# 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 Monash Health

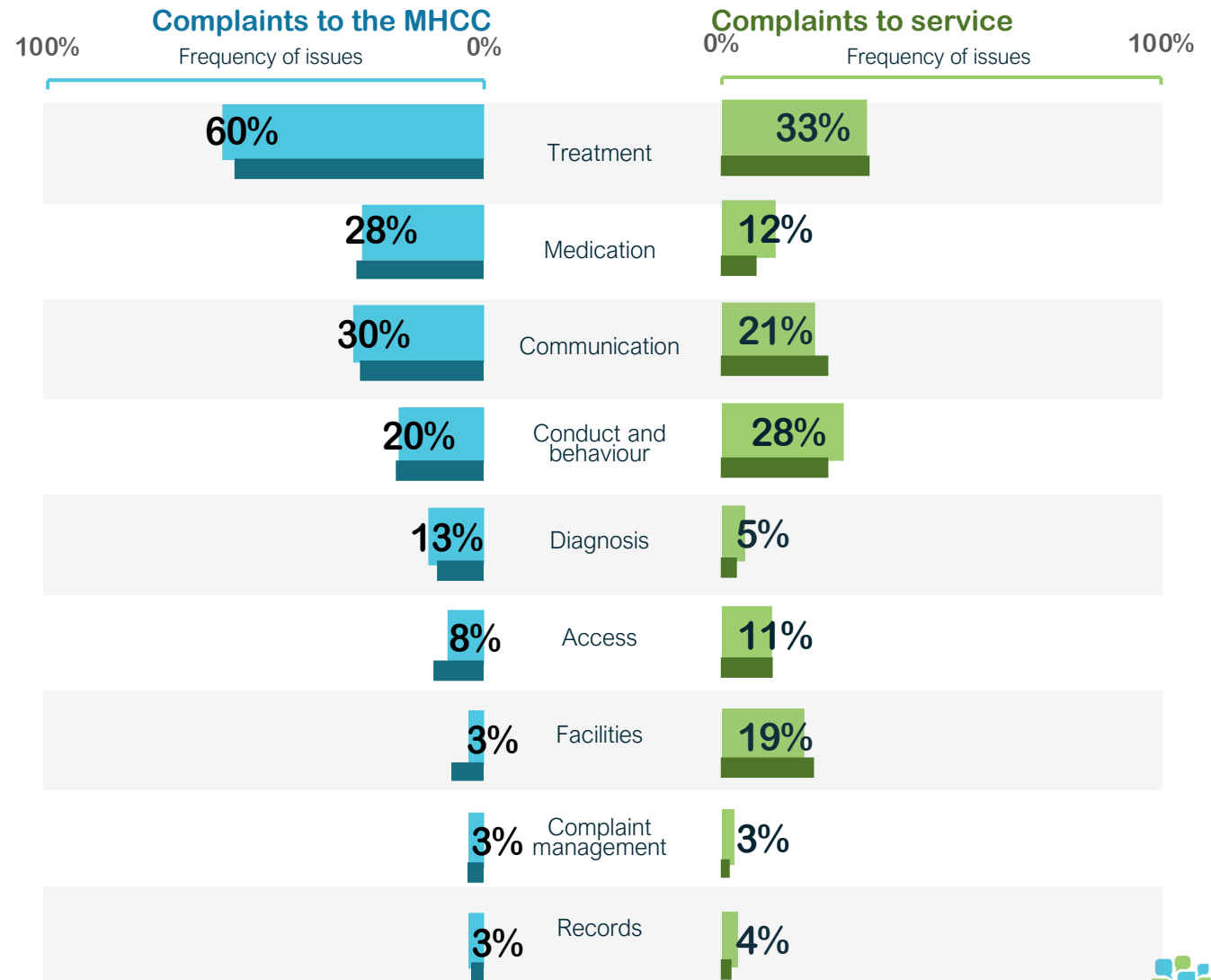
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Monash Health were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication and Medication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

Complaints about Monash Health

- to the MHCC (n=173)
- to the service (n=254)

Sector-wide complaints

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

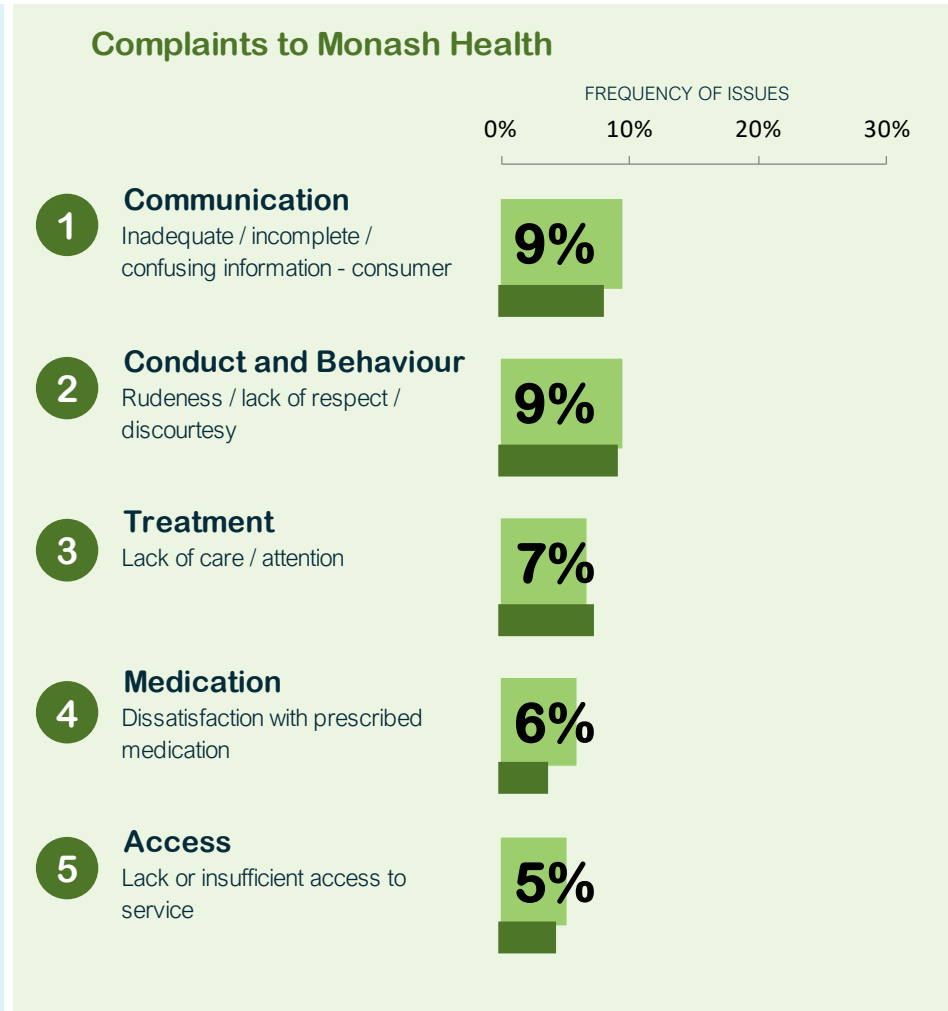
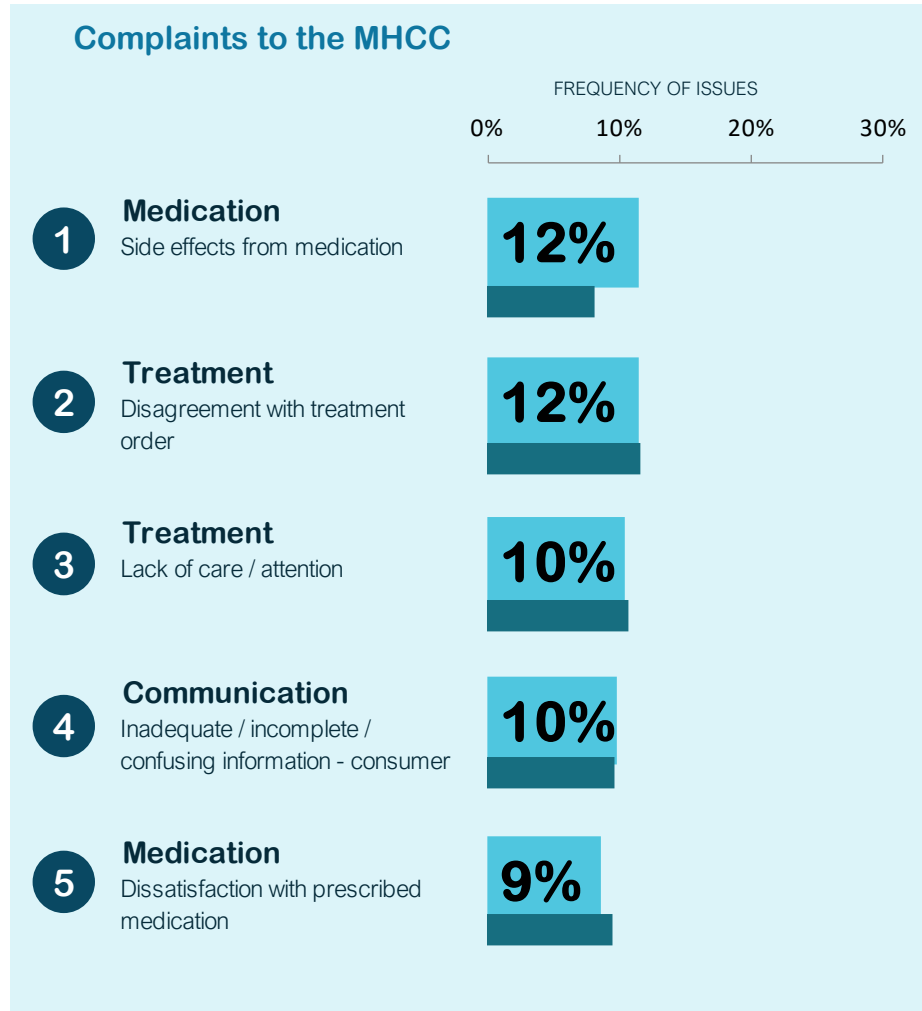


# What were complaints about? 2022-23

Most frequent Level 3 issues raised about Monash Health

<b>Complaints about Monash Health</b>	<b>Sector-wide complaints</b>
● to the MHCC (n=173)	● to the MHCC (n=1442)
● to the service (n=254)	● to the service (n=1671)

- The issues most frequently occurring in complaints made to the MHCC about Monash Health were side effects from medication, and disagreements with treatment orders.
- Inadequate / incomplete / confusing information provided to the consumer, and rudeness / lack of respect / discourtesy were the most frequently mentioned issues among complaints made directly to the service.

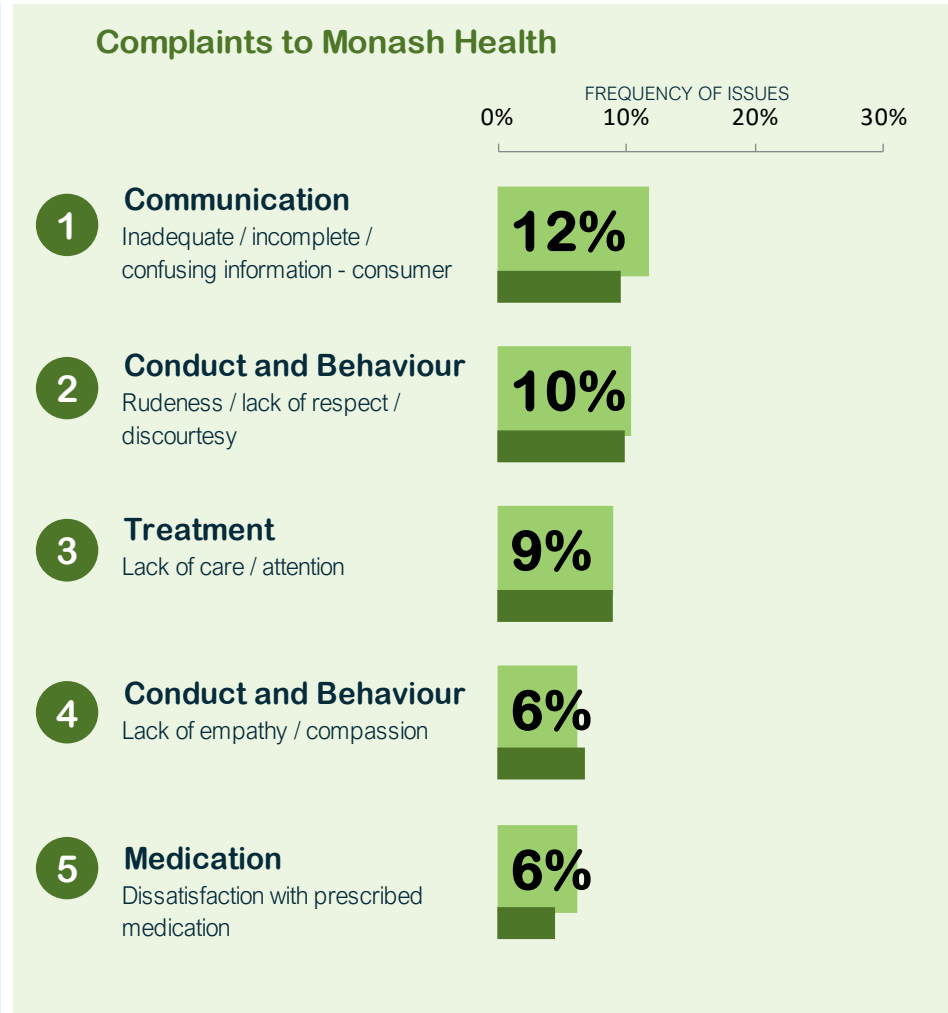
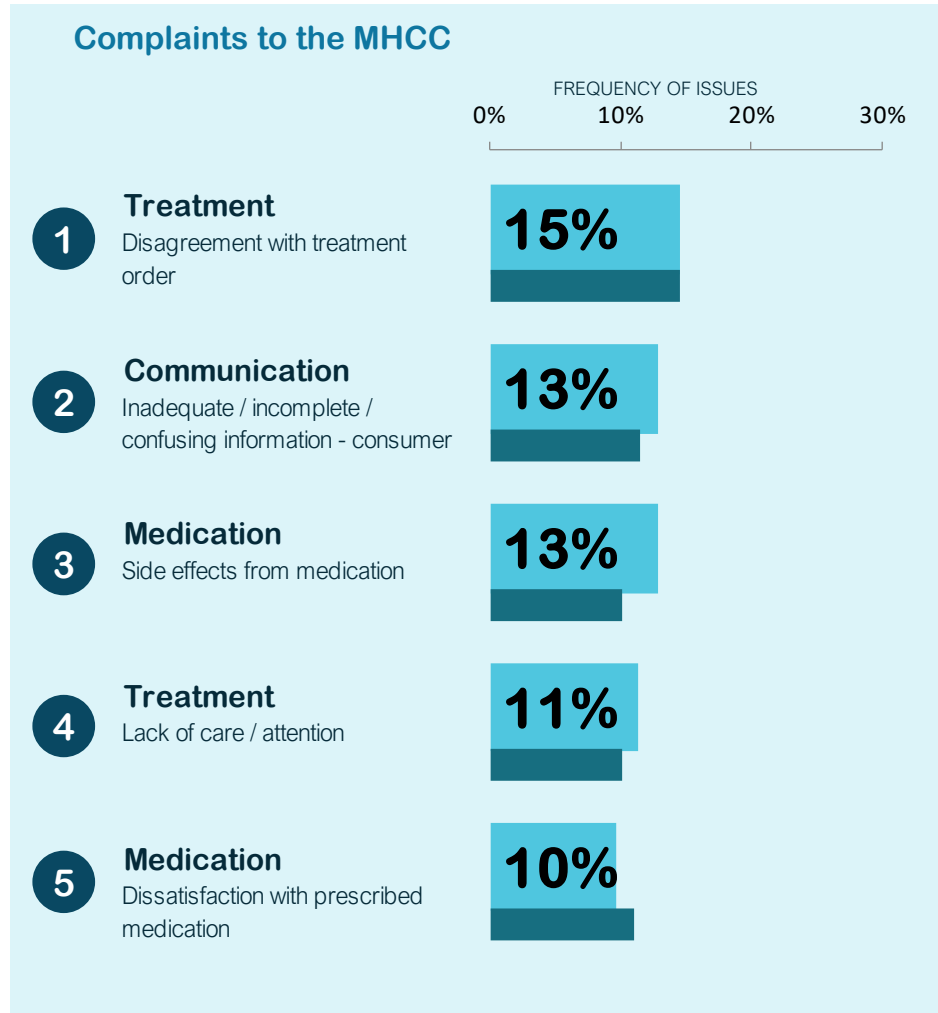


# Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Monash Health

<b>Complaints about Monash Health</b>	<b>Sector-wide complaints</b>
● to the MHCC (n=124)	● to the MHCC (n=1074)
● to the service (n=145)	● to the service (n=1039)

- Disagreement with treatment orders, inadequate / incomplete / confusing information, and side effects from medication were the most frequently occurring issues in complaints made by consumers to the MHCC about Monash Health.
- Inadequate / incomplete / confusing information, and rudeness / lack of respect / discourtesy 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 Monash Health

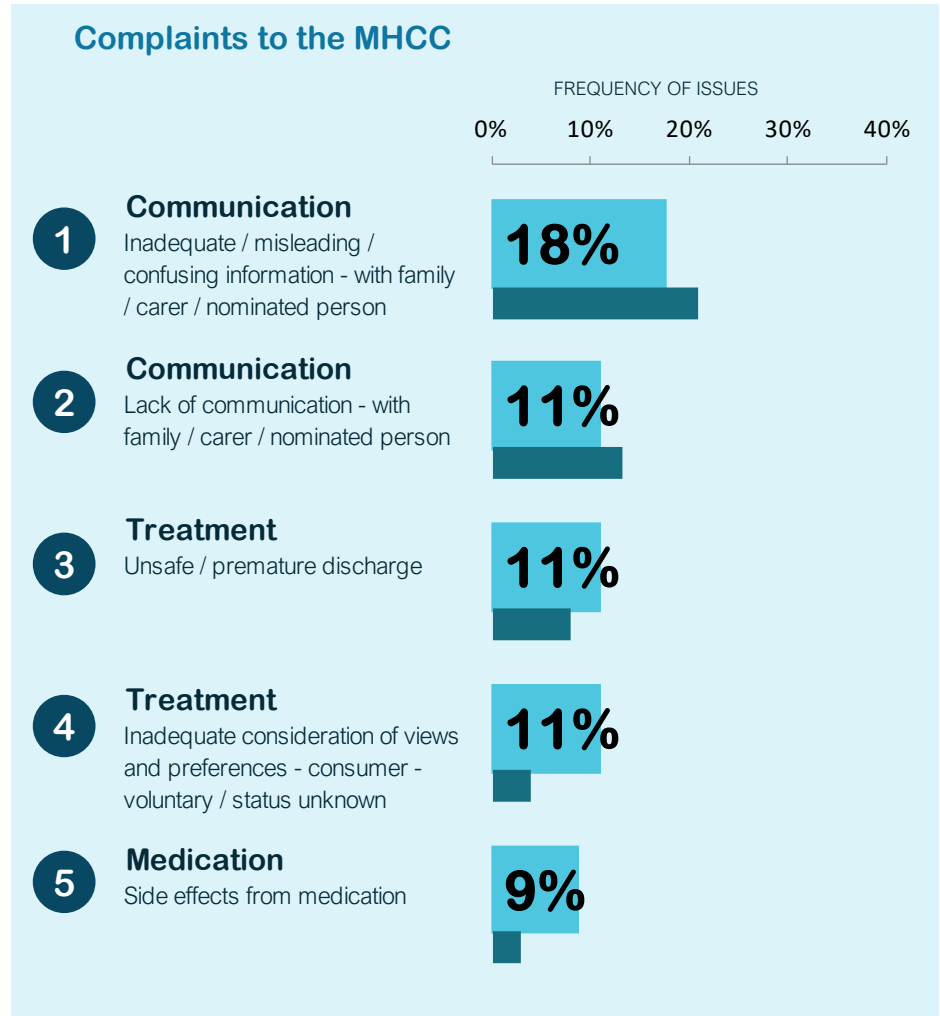
- The most frequently occurring issues in complaints made by carers to the MHCC about Monash Health related to communication, including inadequate / misleading / confusing information and lack of communication.
- The most commonly occurring issues in complaints made by carers directly to the service included a lack of communication and a lack of / insufficient access to service.

**Complaints about Monash Health**

- to the MHCC (n=45)
- to the service (n=71)

**Sector-wide complaints**

- to the MHCC (n=320)
- to the service (n=380)



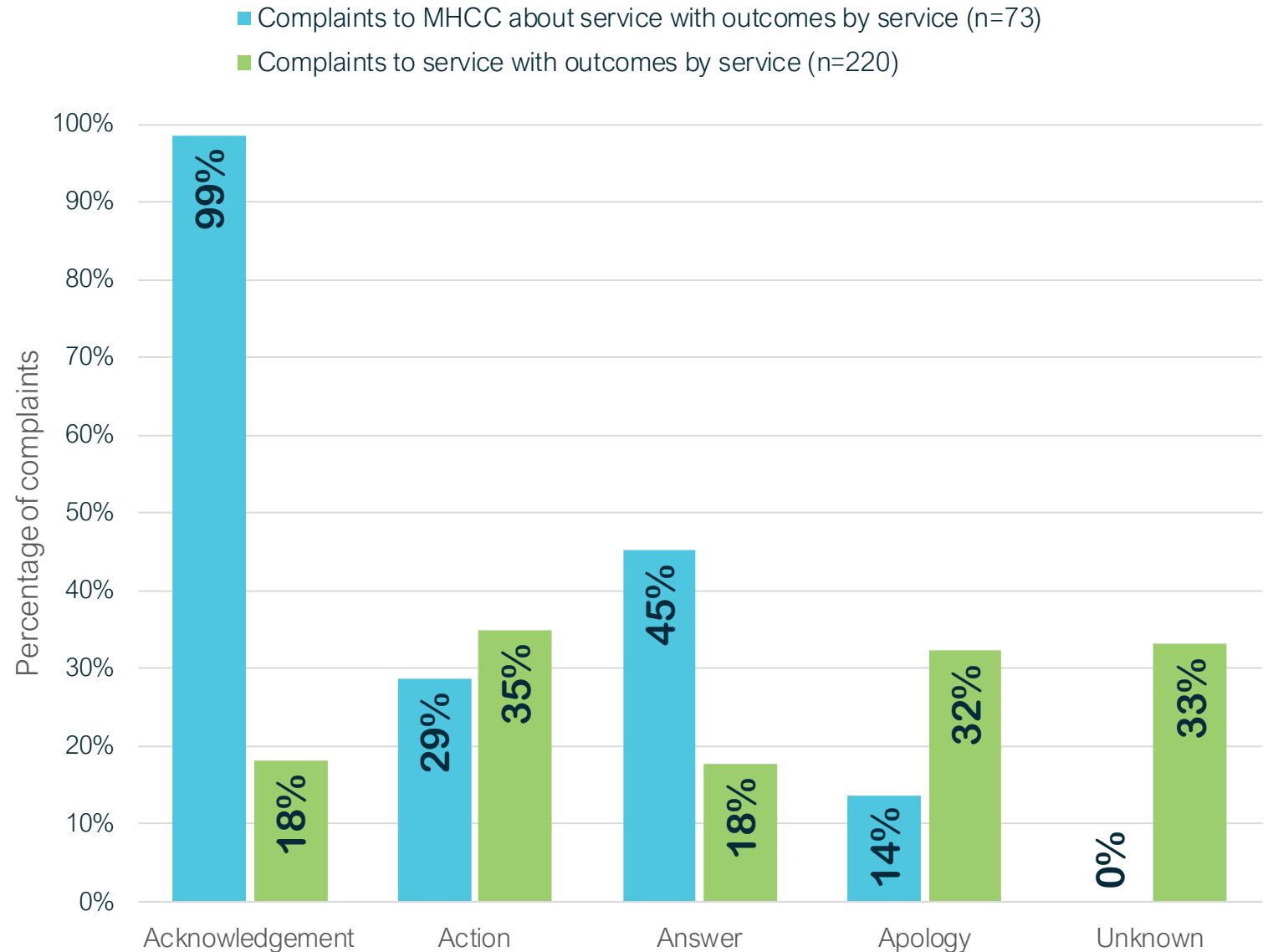


# Outcomes of complaints

# What were the outcomes of complaints? 2022-23

## Closed complaints about Monash Health

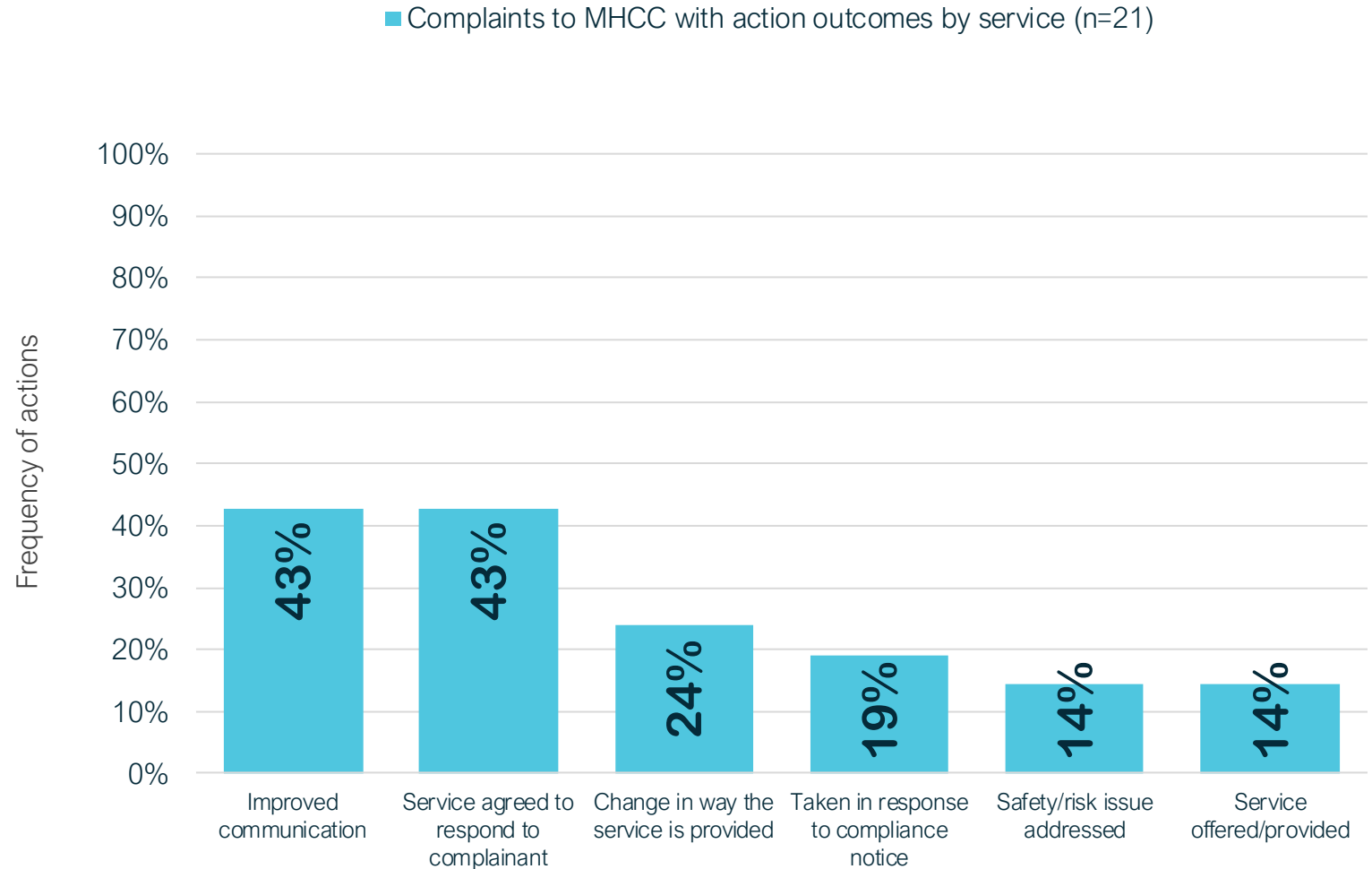
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Monash Health that were assessed as being in scope for resolution or having a known service outcome. The most common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



# 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 Monash Health in response to complaints to the MHCC included:
  - improving communication
  - responding to the complainant directly







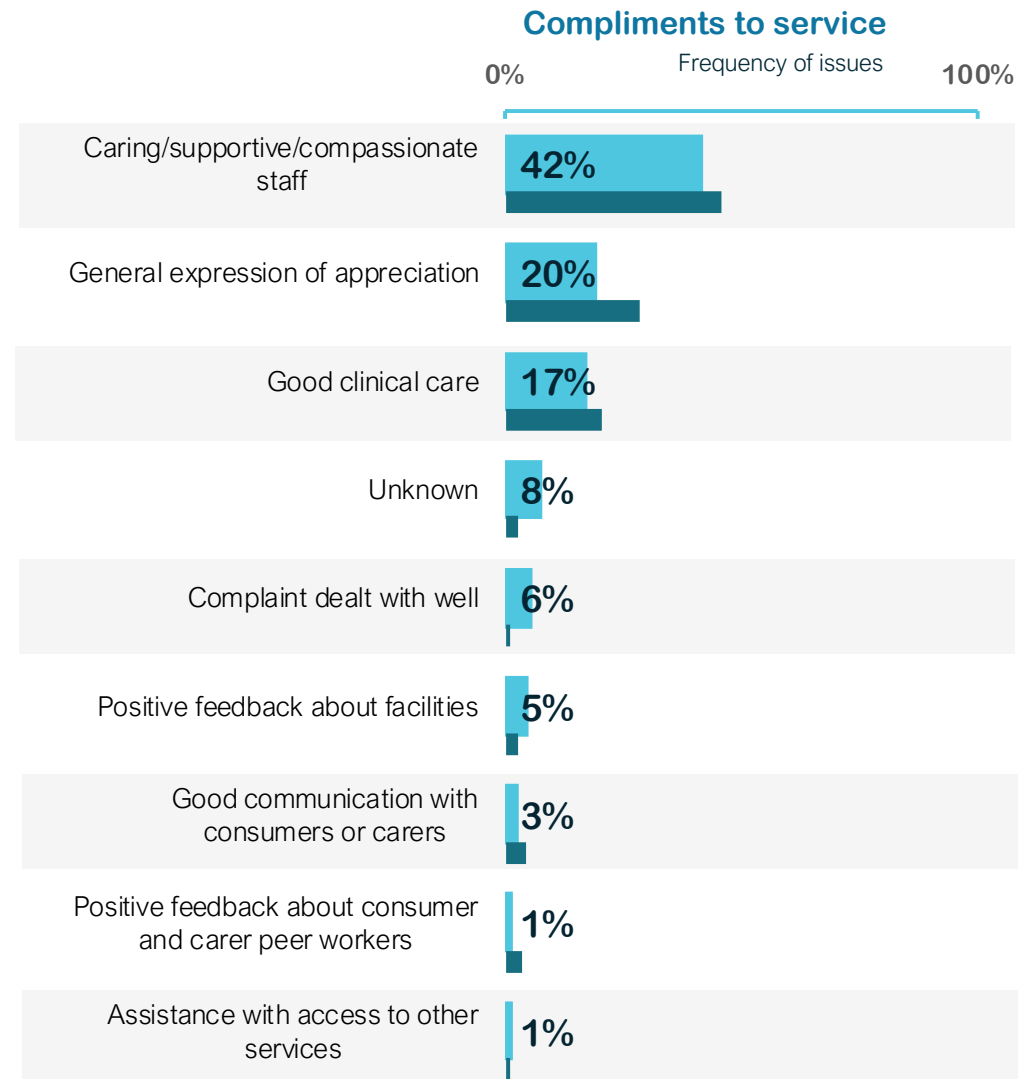
# Themes in compliments

# What were compliments about? 2022-23

Compliments to Monash Health (n=138)      Compliments to services sector-wide (n=1041)

Issues raised in compliments about Monash Health

- The most frequently raised compliment topic was caring / supportive / compassionate staff.
- Other notable compliment issues were a general expression of appreciation for the service (20%) and good clinical care (17%).
- A considerable level of detail was provided by Monash Health 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 Health and those made directly to the service increased from 2021-22 to 2022-23, with the degree of increase larger for complaints made directly to the service.
- Consumers made most of the complaints to the MHCC about Monash Health and to the service itself.



## Issues raised

- Issues raised in complaints to the MHCC about Monash Health were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication and Medication being commonly mentioned issues.
- Issues raised in complaints made directly to the service were also consistent with those raised in complaints to services for the sector, with Treatment, Conduct and behaviour, and Communication the most common issues.



## 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.
- The most common outcome of complaints made directly to Monash Health was a responsive action and an apology by the service.
- The most common actions undertaken by Monash Health in response to complaints to the MHCC were improving communication and responding to the complainant directly.