

# Summary of service provider complaint report

## Royal Children's Hospital

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:



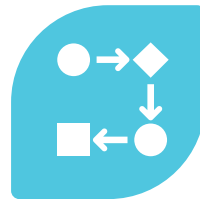
**identify key themes**  
and emerging issues  
across the sector



**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

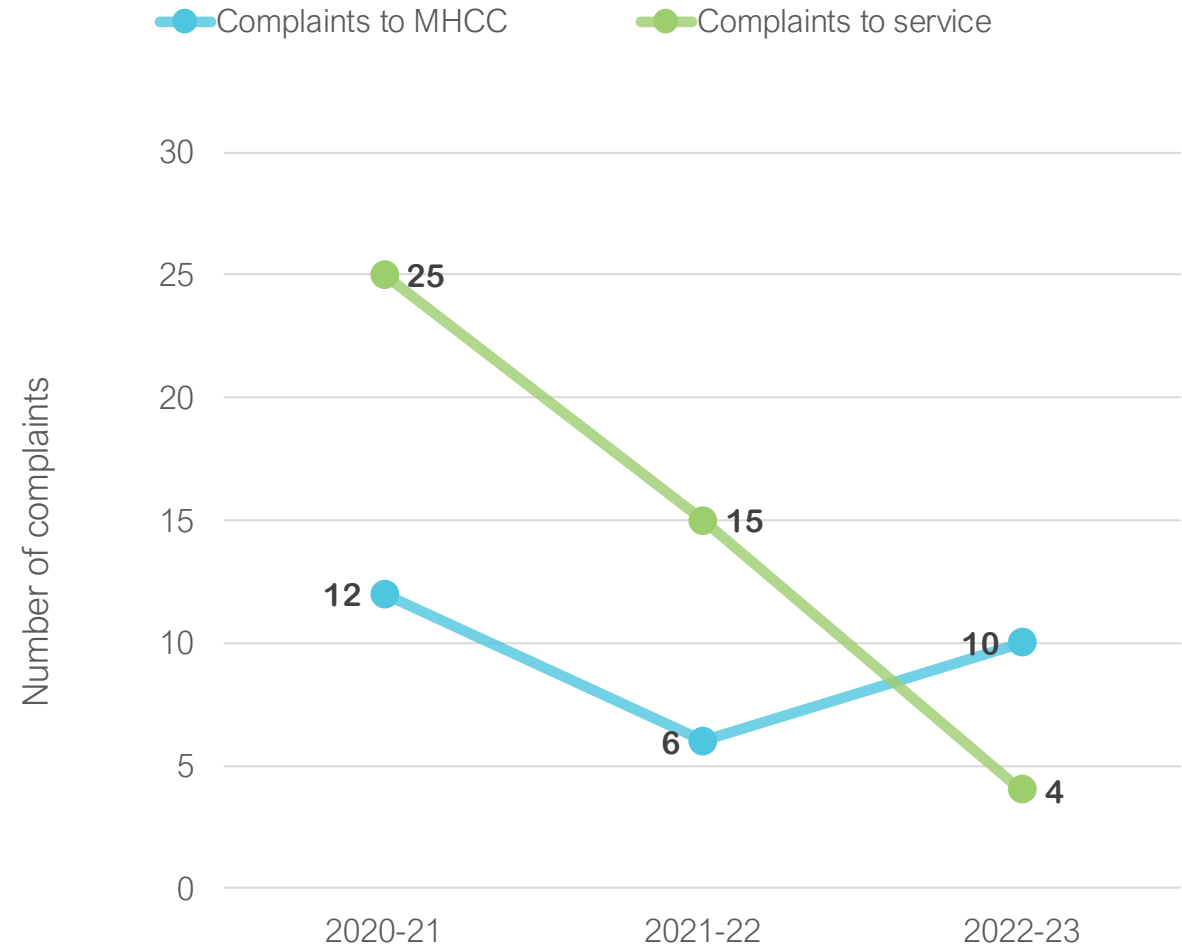
10

Complaints to MHCC about Royal Children's Hospital

4

Complaints to Royal Children's Hospital

- In 2022-23, the number of complaints made directly to Royal Children's Hospital significantly decreased, whereas the number of complaints made to the MHCC about Royal Children's Hospital increased.
- The number of complaints to the MHCC about Royal Children's Hospital since 2020-21 has been relatively stable, whereas complaints made directly to the service has decreased notably compared to 2020-21.
- More complaints were made to the MHCC about Royal Children's Hospital in 2022-23 compared to those made directly to the service – this was a reverse of the trend recorded in the prior two years.



# 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.
- Compared to the sector, the rate of complaints made to the MHCC about Royal Children’s Hospital was higher, and the rate of complaints made directly to the service was lower. The rate of compliments for Royal Children’s Hospital was similar to the sector median.

**Complaints about Royal Children’s Hospital**

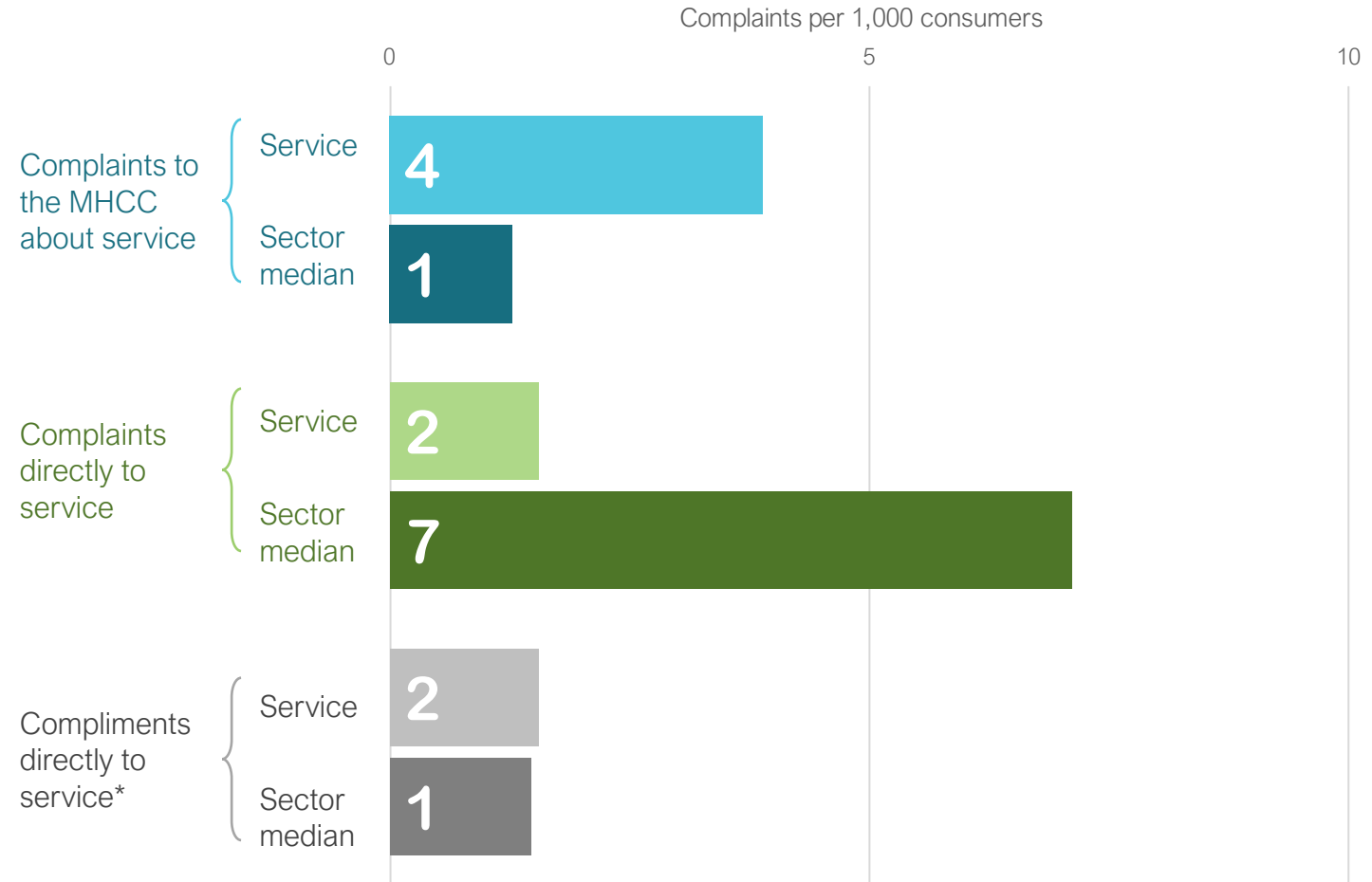
- to the MHCC (n=10)
- to the service (n=4)

**Compliments to Royal Children’s Hospital (n=4)**

**Sector-wide complaint:**

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

**Compliments to services sector-wide (n=0)**

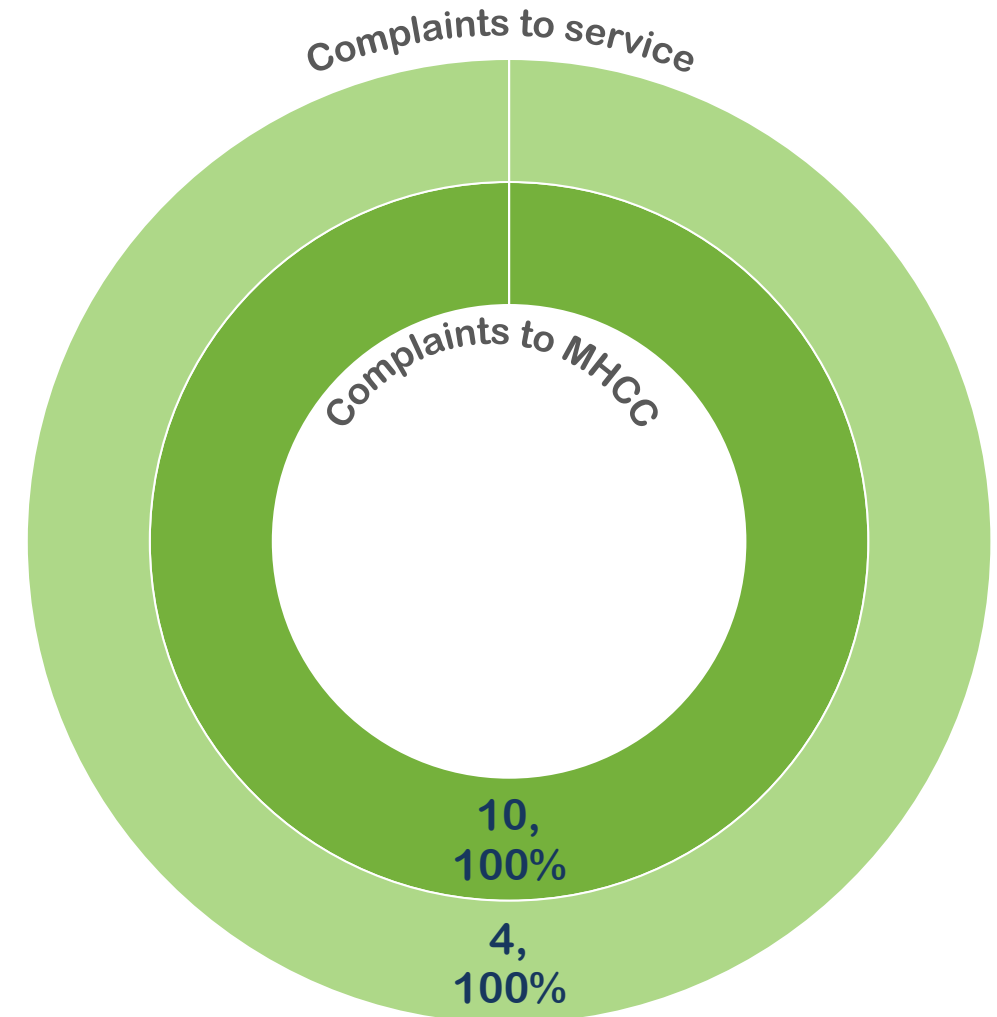


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2022-23

Complaints raised about Royal Children's Hospital

- All complaints about Royal Children's Hospital made both to the MHCC and directly to the service were by family members / carers.



- Consumer
- Family member/carer
- Other

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

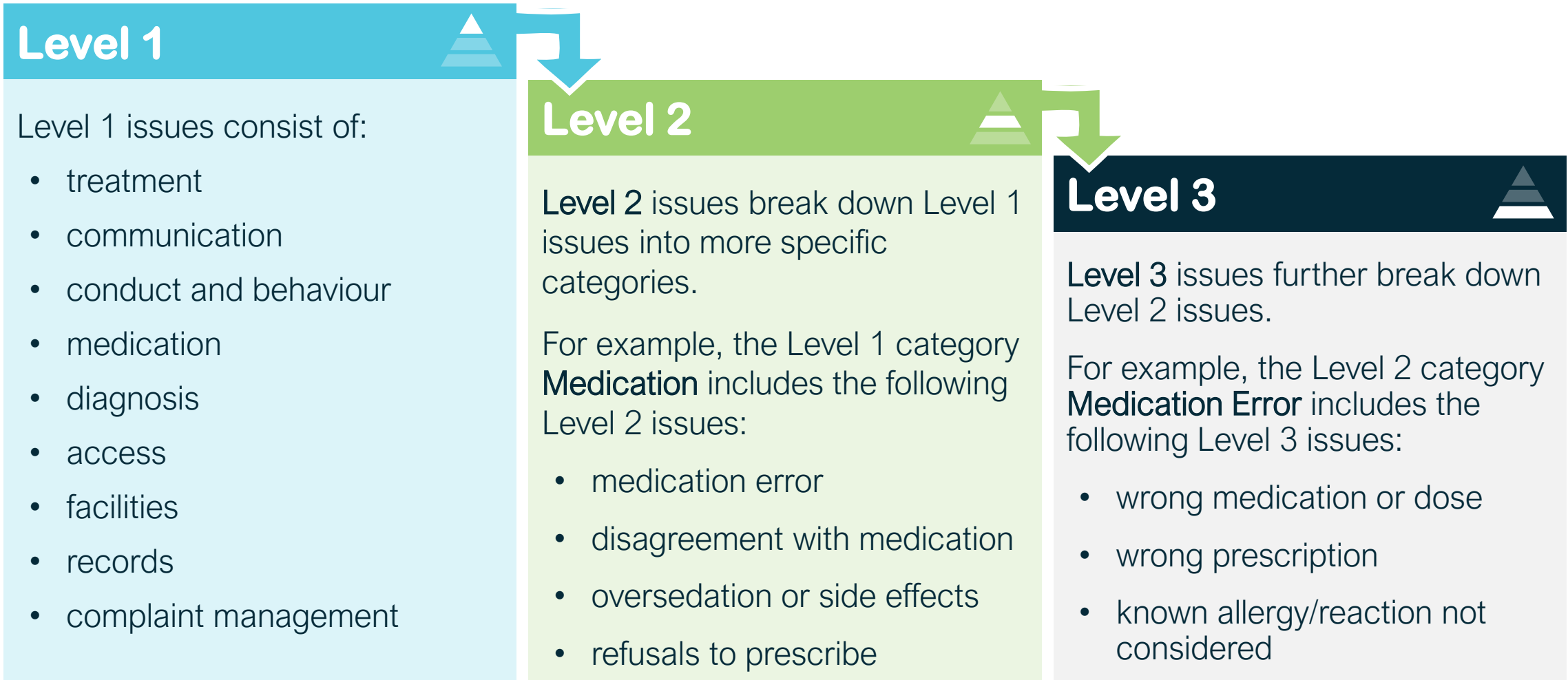


# Issues raised in complaints



# How does the MHCC categorise issues?

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



# What were complaints about? 2022-23

Level 1 issues raised about Royal Children's Hospital

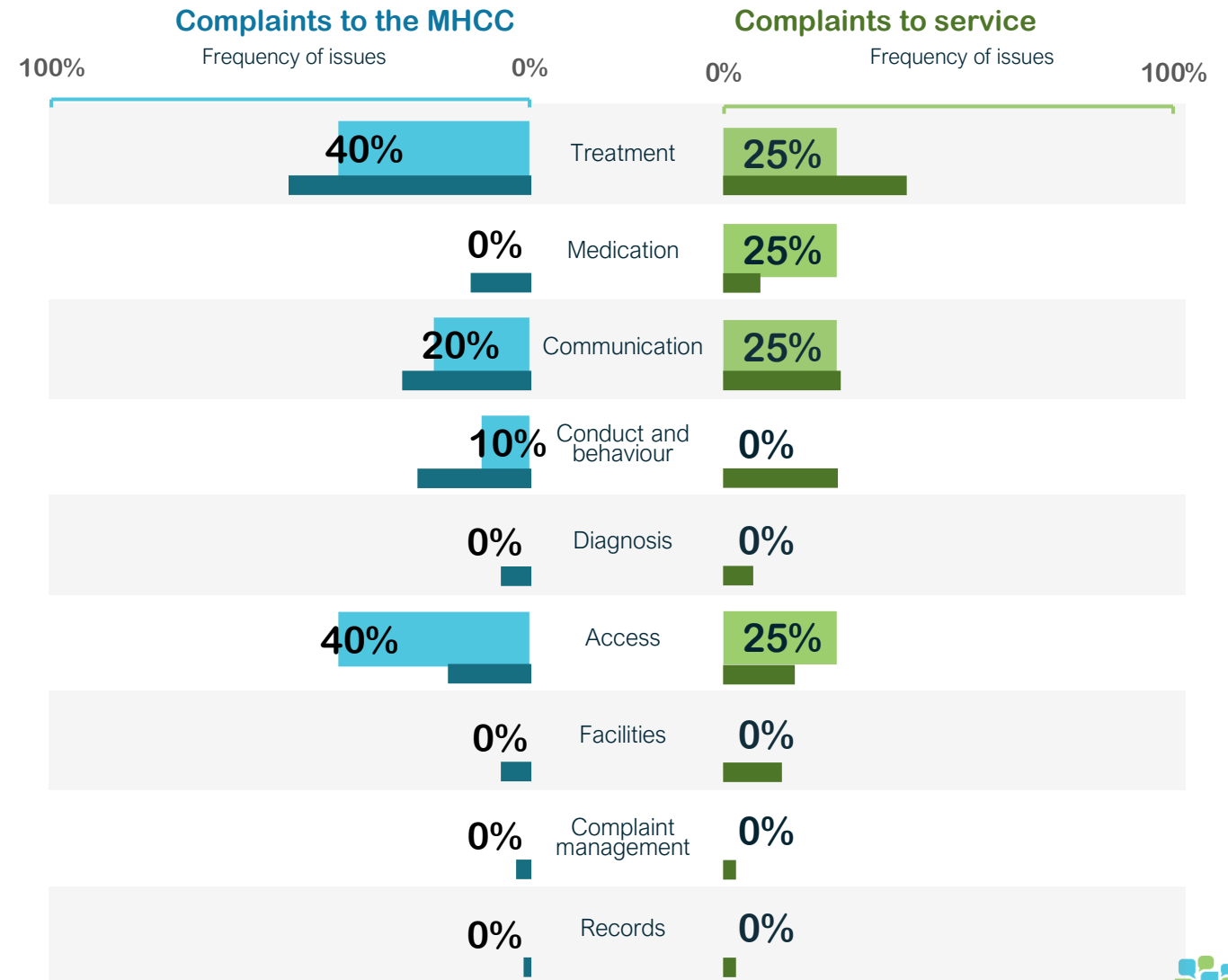
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- The most common issues raised in complaints to the MHCC about Royal Children's Hospital were Treatment and Access. Access was the only issue that were raised at a higher rate when compared to the sector-wide proportion.
- Issues raised in complaints made directly to Royal Children's Hospital related to Treatment, Medication, Communication, and Access.

Complaints about Royal Children's Hospital

- to the MHCC (n=10)
- to the service (n=4)

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 Royal Children's Hospital

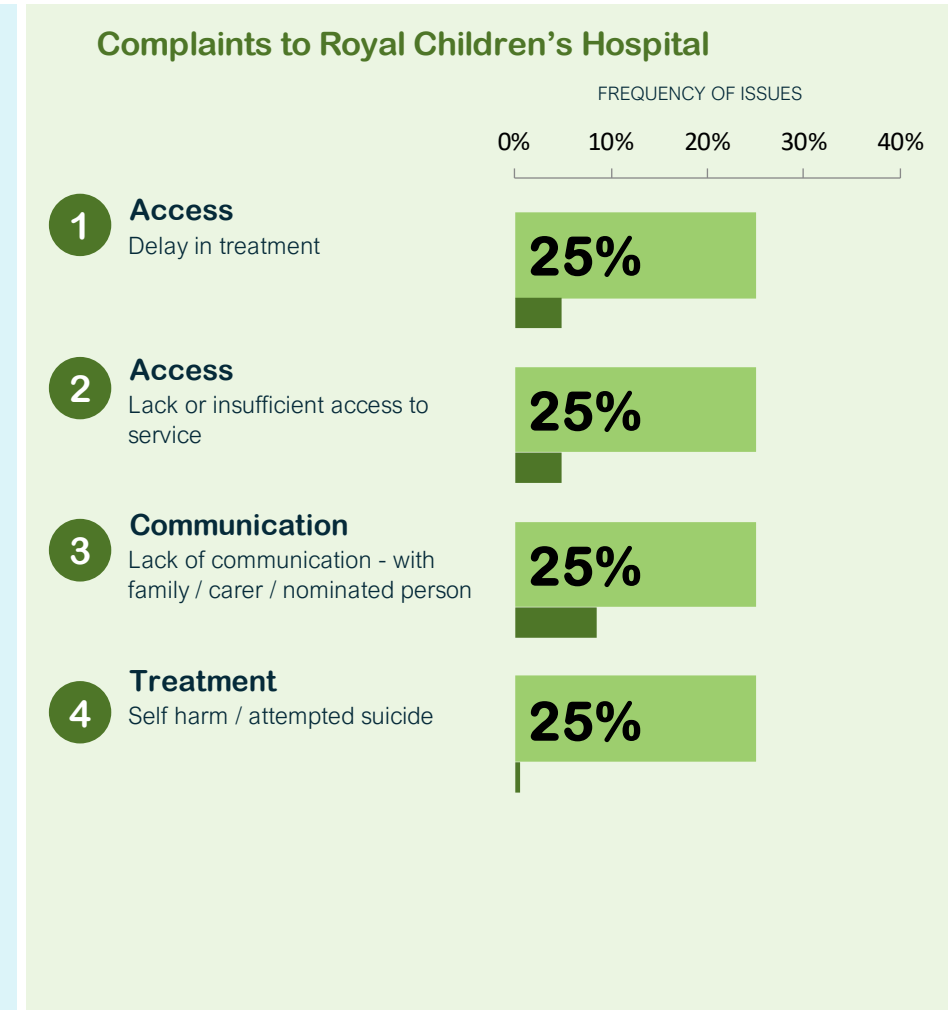
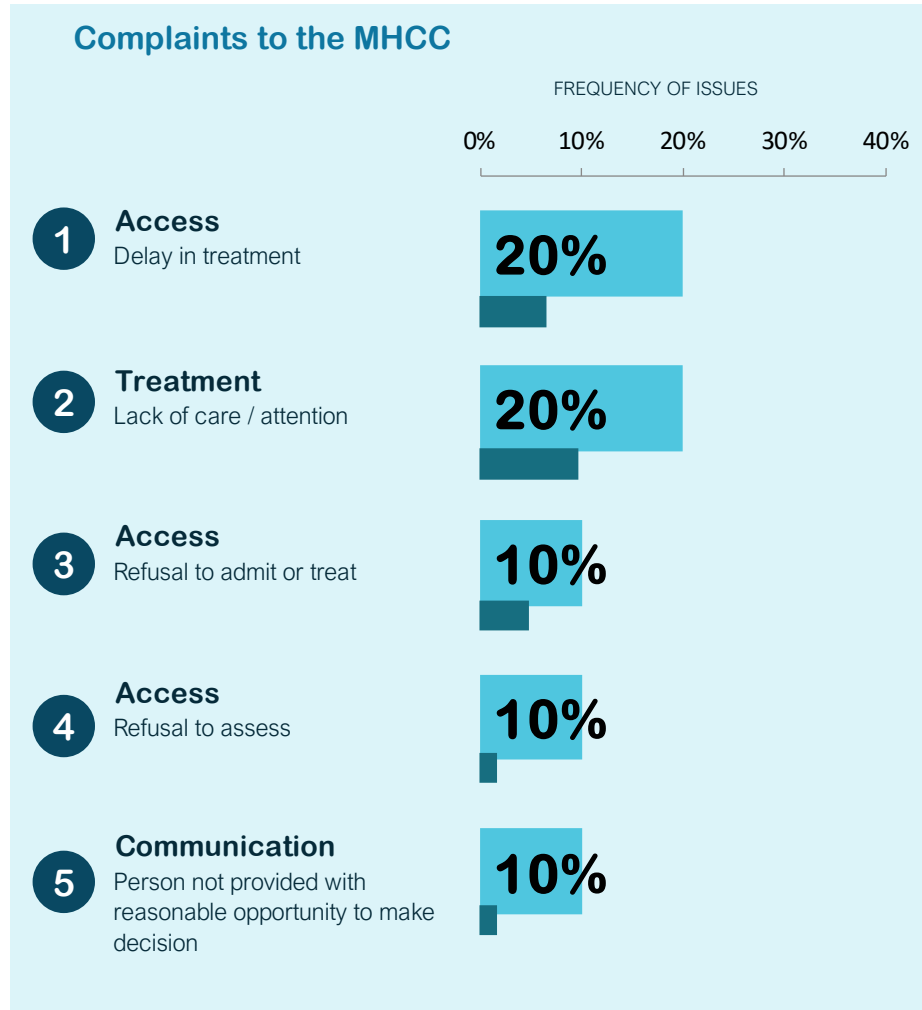
Complaints about Royal Children's Hospital

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Sector-wide complaints

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

- All complaints about Royal Children's Hospital in 2022-23 were made by family / carers.
- Delay in treatment, and lack of care / attention were frequently occurring issues mentioned by carers / family members in complaints to the MHCC about Royal Children's Hospital.
- The four complaints made by carers / family members directly to the service indicated issues such as delay in treatment, lack or insufficient access to service, lack of communication with family / carer / nominated person, and self harm / attempted suicide.



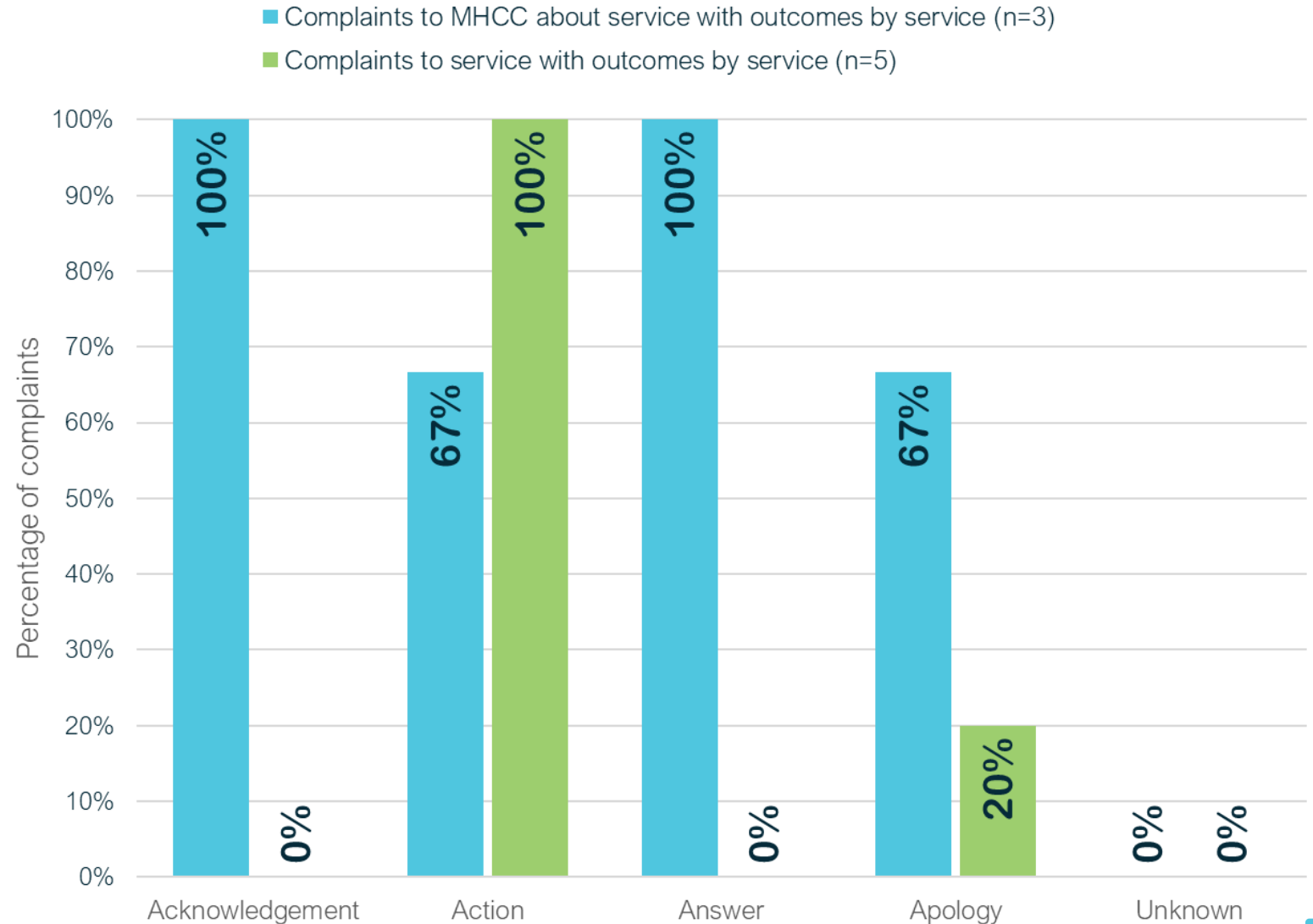


# Outcomes of complaints

# What were the outcomes of complaints? 2022-23

## Closed complaints about Royal Children's Hospital

- 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 Royal Children's Hospital that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcome by Royal Children's Hospital for these complaints were acknowledgement of the concerns raised, followed by answering of queries and apologising for the inconvenience.
- The most common outcome for complaints made directly to Royal Children's Hospital was action taken in response to the complaint.

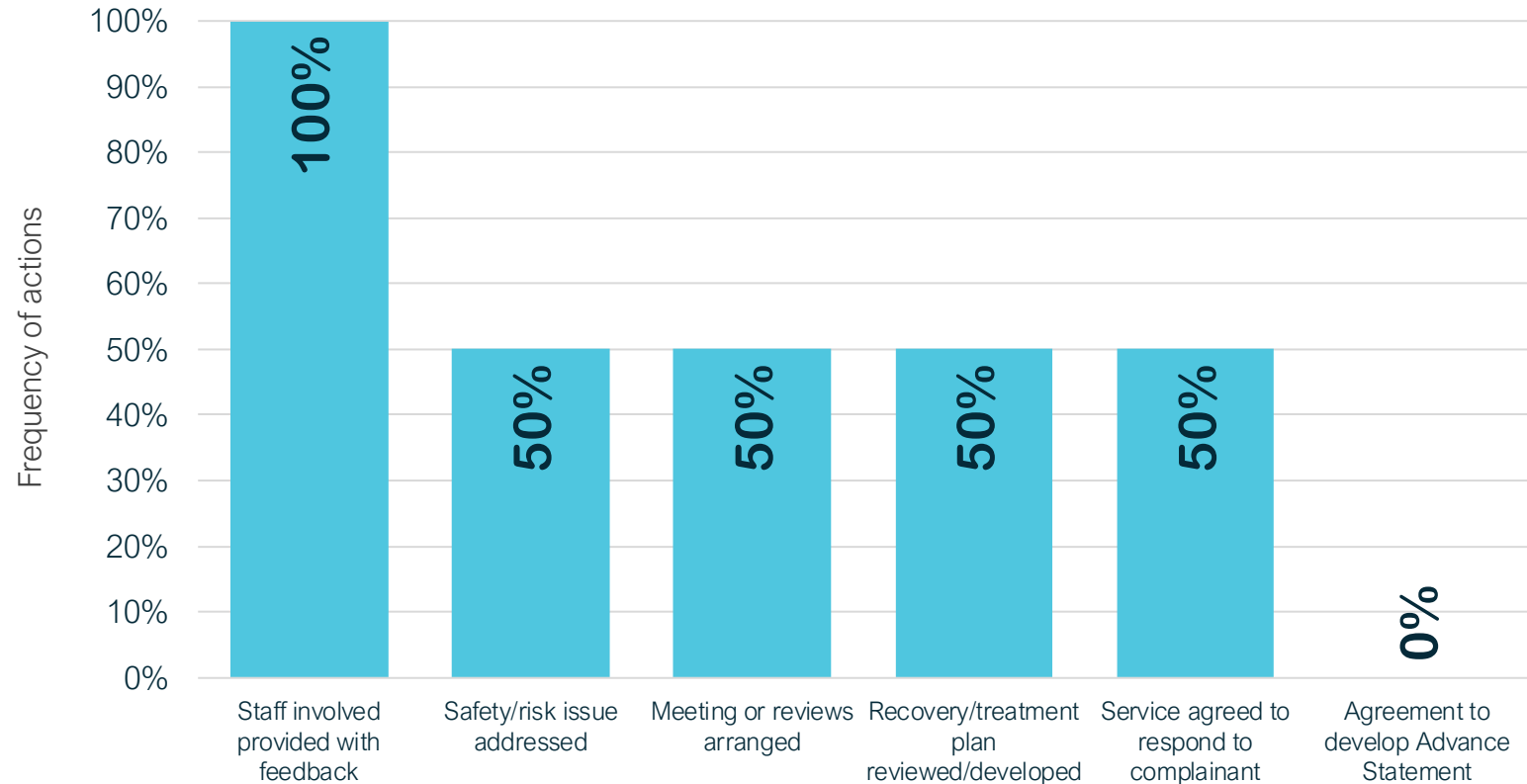


# What actions were taken by the service? 2022-23

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

- The most frequently undertaken action by Royal Children's Hospital in response to complaints to the MHCC was staff involved being provided with feedback.

■ Complaints to MHCC with action outcomes by service (n=2)





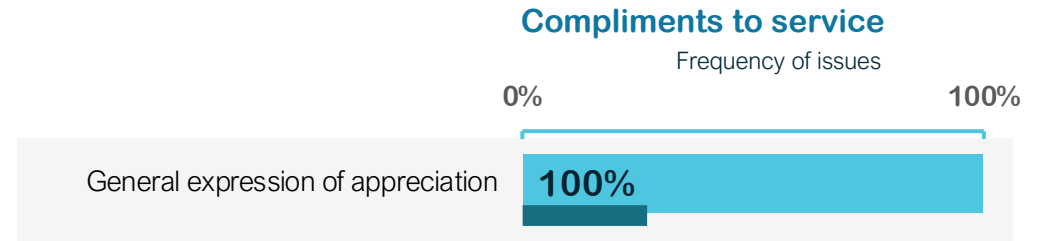
# Themes in compliments

# What were compliments about? 2022-23

● Compliments to Royal Children's Hospital (n=4)      ● Compliments to services sector-wide (n=138)

Issues raised in compliments about Royal Children's Hospital

- All compliments made to Royal Children's Hospital were positive feedback about general expression of appreciation with no proportion of compliments made to services sector-wide.
- A considerable level of detail was provided by Royal Children's Hospital about their compliments data that enabled the MHCC to identify more specific themes.





# Key points to consider



## Complaint numbers

- In 2022-23, the number of complaints made directly to Royal Children's Hospital significantly decreased, whereas the number of complaints made to the MHCC about Royal Children's Hospital increased.
- All complaints about Royal Children's Hospital made both to the MHCC and directly to the service were by family members / carers.



## Issues raised

- The most common issues raised in complaints to the MHCC about Royal Children's Hospital were Treatment and Access. Access was the only issue that were raised at a higher rate when compared to the sector-wide proportion.
- Issues raised in complaints made directly to Royal Children's Hospital related to Treatment, Medication, Communication, and Access.



## Outcomes

- The most common outcome by Royal Children's Hospital for complaints to the MHCC were acknowledgement of the concerns raised, followed by answering of queries and apologising for the inconvenience.
- The most common outcome for complaints made directly to Royal Children's Hospital was action taken in response to the complaint.
- The most frequently undertaken action by Royal Children's Hospital in response to complaints to the MHCC was staff involved being provided with feedback.