

# Summary of service provider complaint report

## Bendigo Health

2020-21



# 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 2020-21 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:



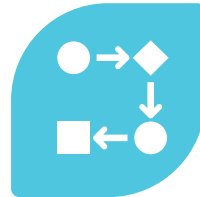
identify key themes and emerging issues across the sector



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? 2020-21

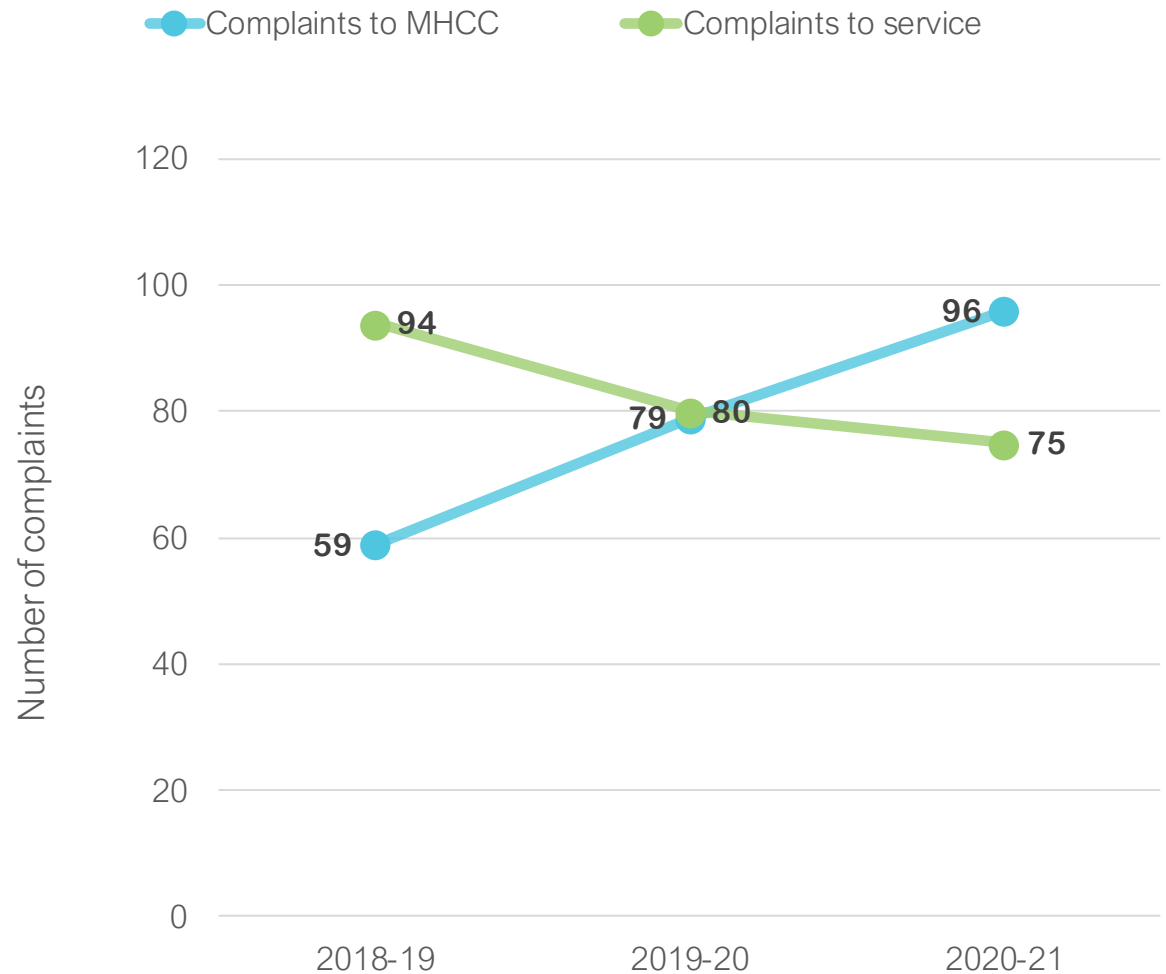
96

Complaints to MHCC  
about Bendigo Health

75

Complaints to  
Bendigo Health

- The number of complaints to the MHCC about Bendigo Health rose in 2020-21. Meanwhile, the number of complaints made to Bendigo Health directly decreased in 2020-21.
- Overall, more complaints were made to the MHCC than directly to Bendigo Health. The MHCC would like to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/carers feel empowered to raise concerns directly with the service.



# Complaint and compliment rates 2020-21

- 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 recorded complaint and compliment rates below the sector median.
- Compared to the sector, a higher rate of complaints was made to the MHCC about Bendigo Health, and a slightly higher rate of complaints was made directly to the service. A lower rate of compliments was made to Bendigo Health compared to the sector.

## Complaints about Bendigo Health

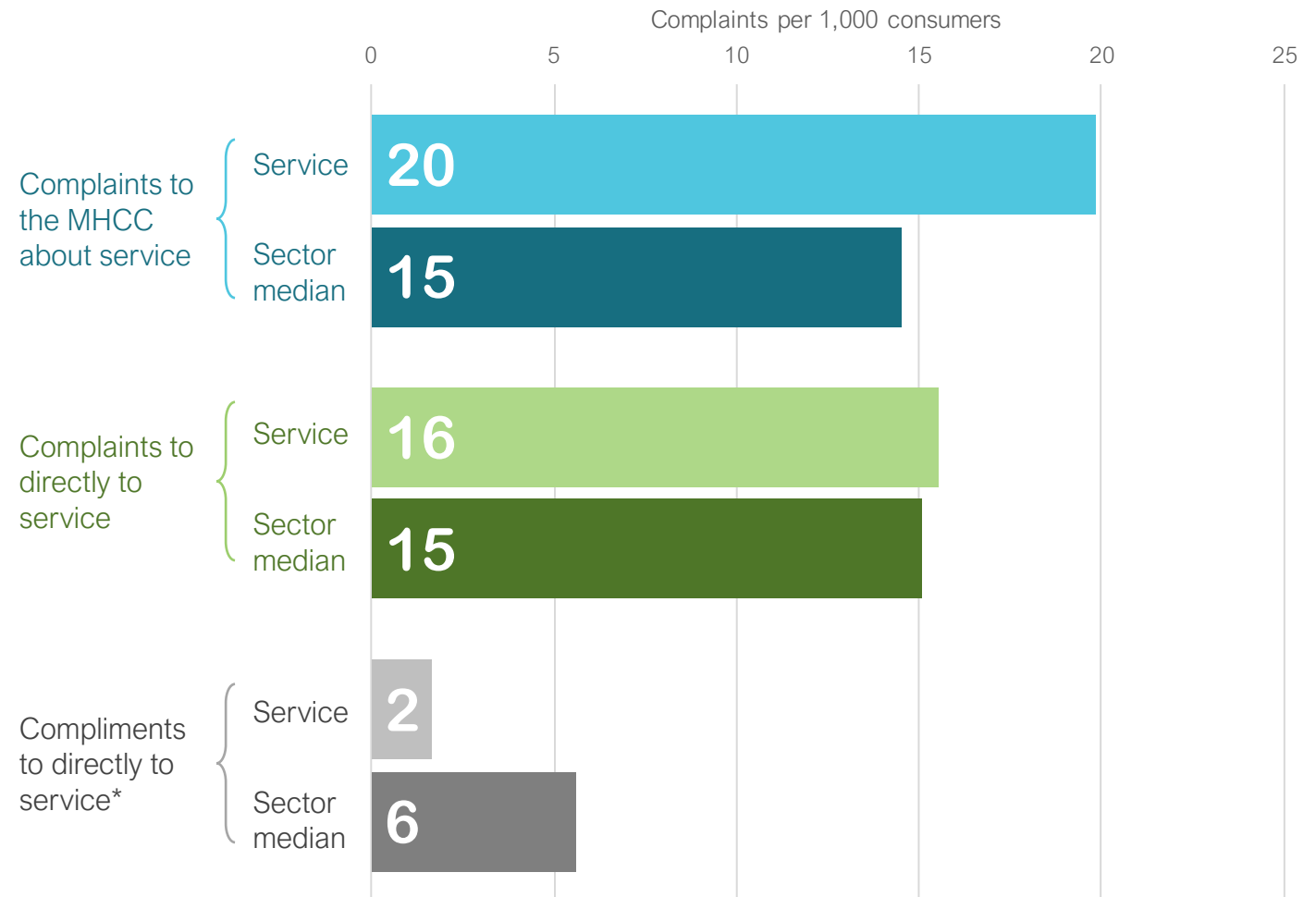
- to the MHCC (n=96)
- to the service (n=75)

● Compliments to Bendigo Health (n=8)

## Sector-wide complaints

- to the MHCC (n=1641)
- to the service (n=1679)

● Compliments to services sector-wide (n=1109)

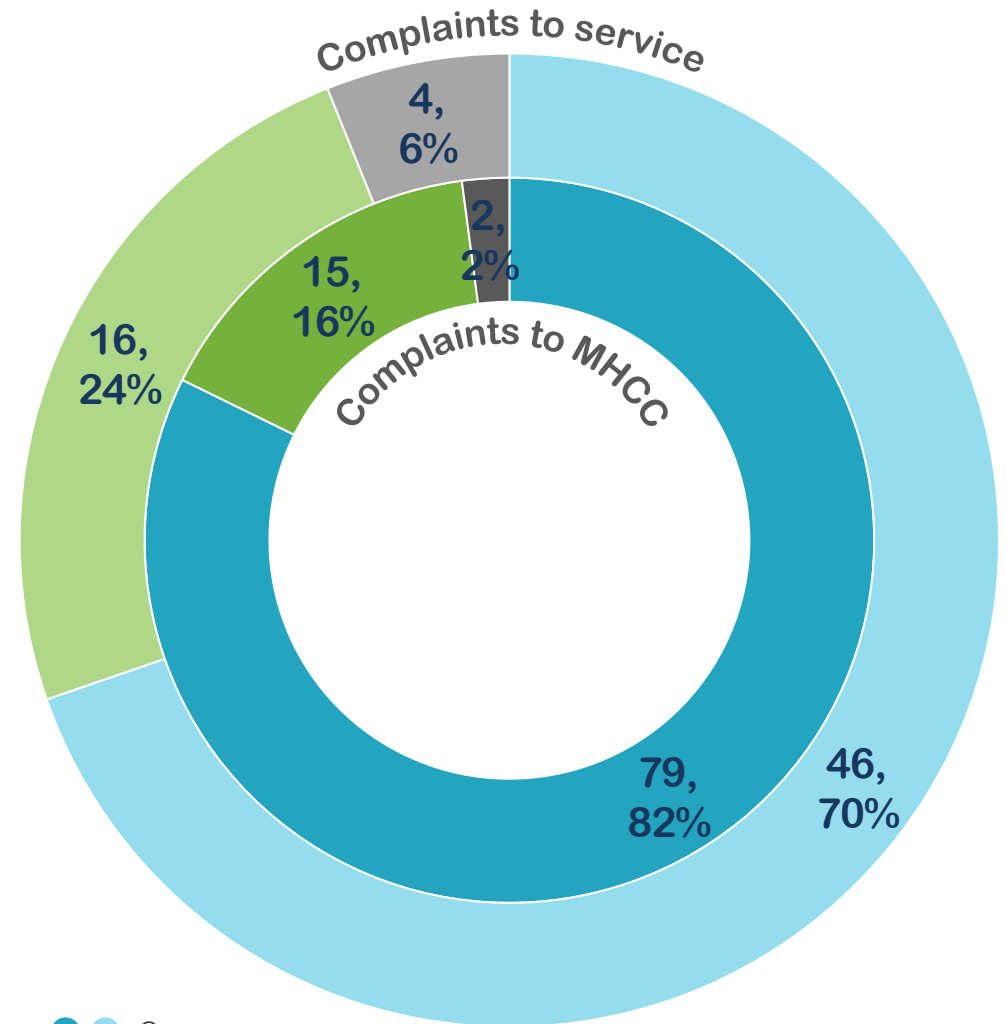


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2020-21

Complaints raised about Bendigo Health

- Consumers made the majority of complaints to the MHCC about Bendigo Health, with family members / carers only making a small proportion of complaints.
- Similarly, consumers made the majority of complaints directly to Bendigo Health.



- Consumer
- Family member/carer
- Other

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



# Issues raised in complaints and compliments

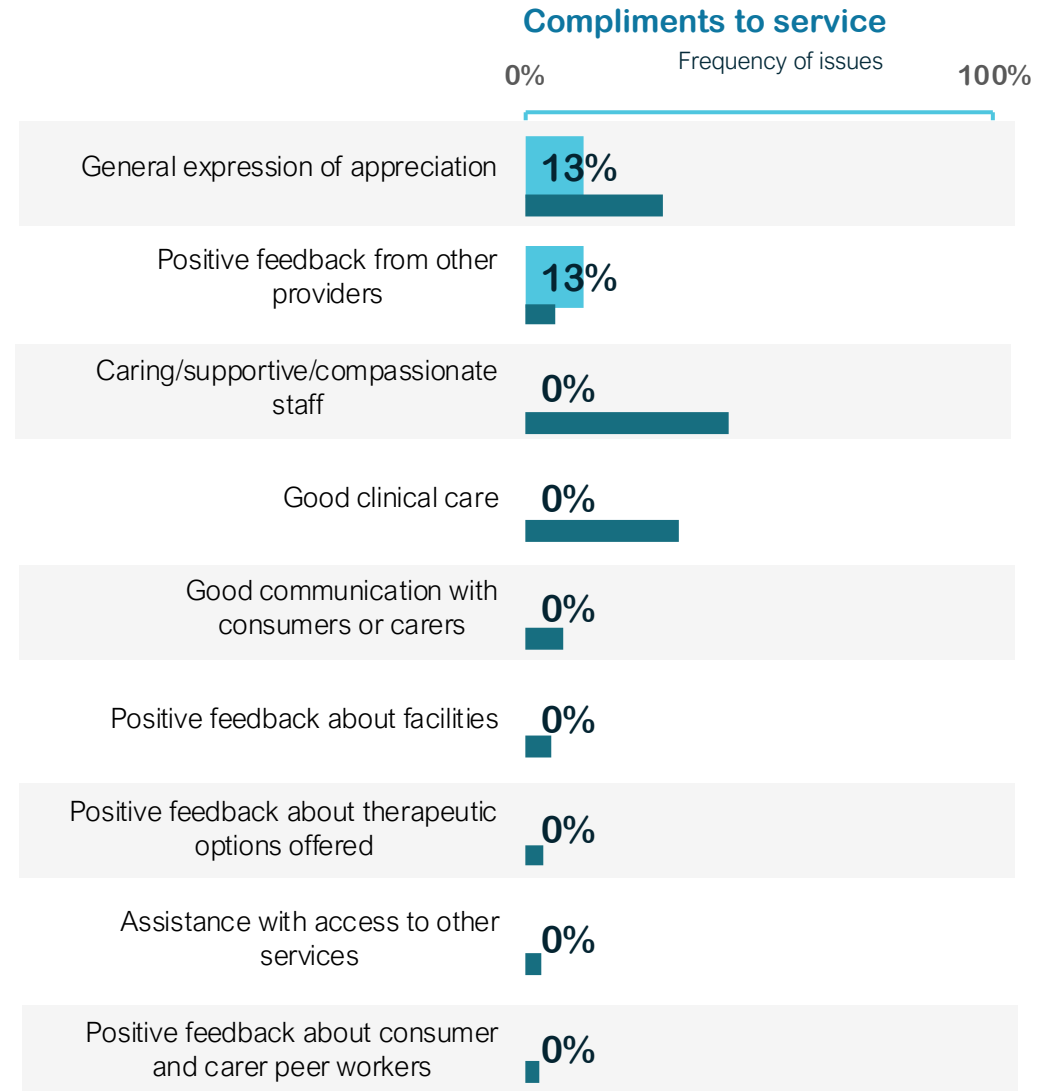


# What were compliments about? 2020-21

Compliments to Bendigo Health (n=8)      Compliments to services sector-wide (n=1109)

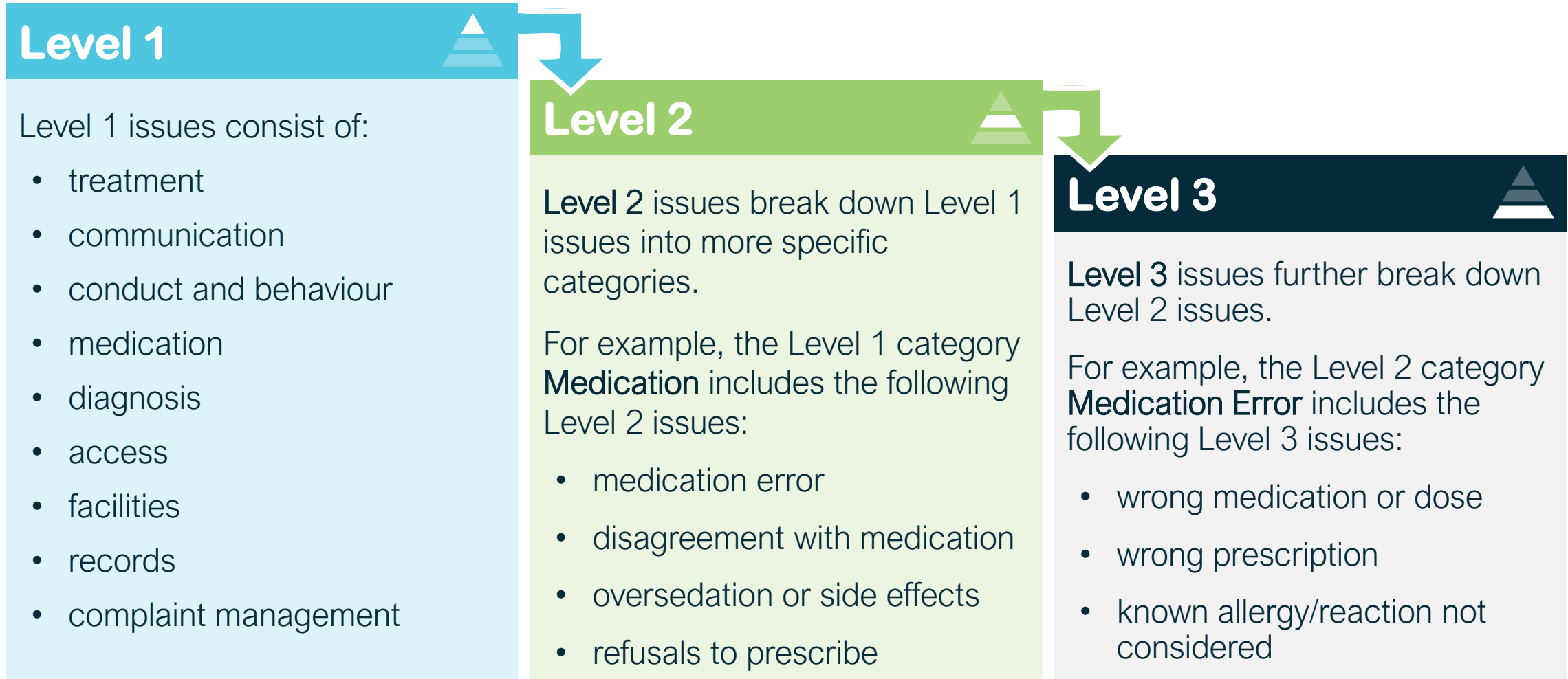
Themes raised in compliments about Bendigo Health

- This is the first year for which we have reported on themes raised in compliments, following feedback from services that this would be helpful.
- Of the compliments made to Bendigo Health most were classified as a general expression of appreciation and as positive feedback from other providers. This reflects a lack of detail provided by the service about compliments for 2020-2021.
- The MHCC would like to see a higher level of detail provided by Bendigo Health, in future, about their compliments data in order for the MHCC to identify more specific themes.



# How does the MHCC categorise issues?

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



# What were complaints about? 2020-21

## Level 1 issues raised about Bendigo Health

Complaints about Bendigo Health

to the MHCC (n=96)

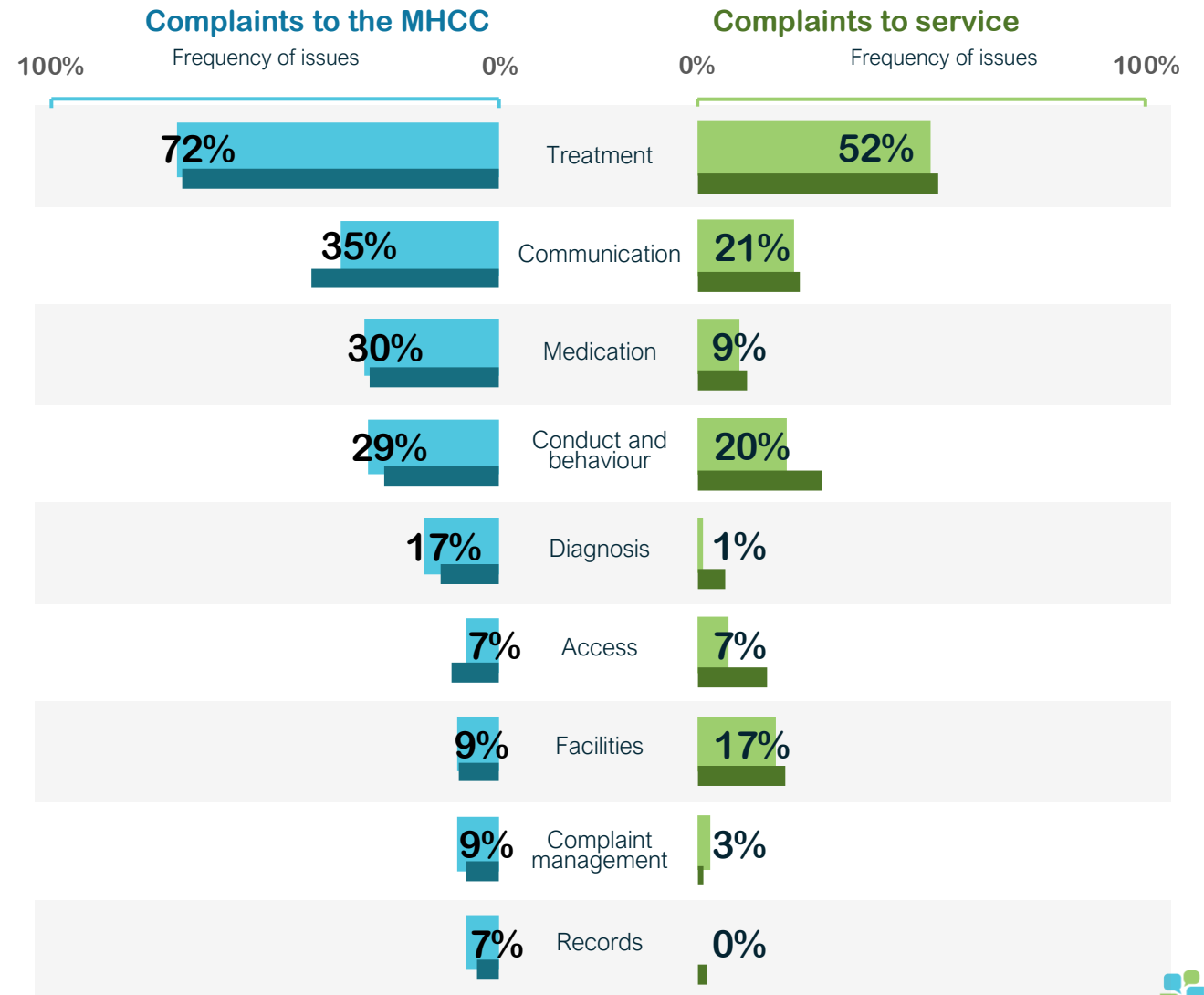
to the service (n=75)

Sector-wide complaints

to the MHCC (n=1641)

to the service (n=1679)

- Issues raised in complaints to the MHCC about Bendigo Health were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Medication and Conduct and Behaviour being the most commonly raised issues.
- Issues raised in complaints made directly to Bendigo Health were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Conduct and Behaviour, Communication and Facilities being the most commonly raised issues.



# What were complaints about? 2020-21

Most frequent Level 3 issues raised about Bendigo Health

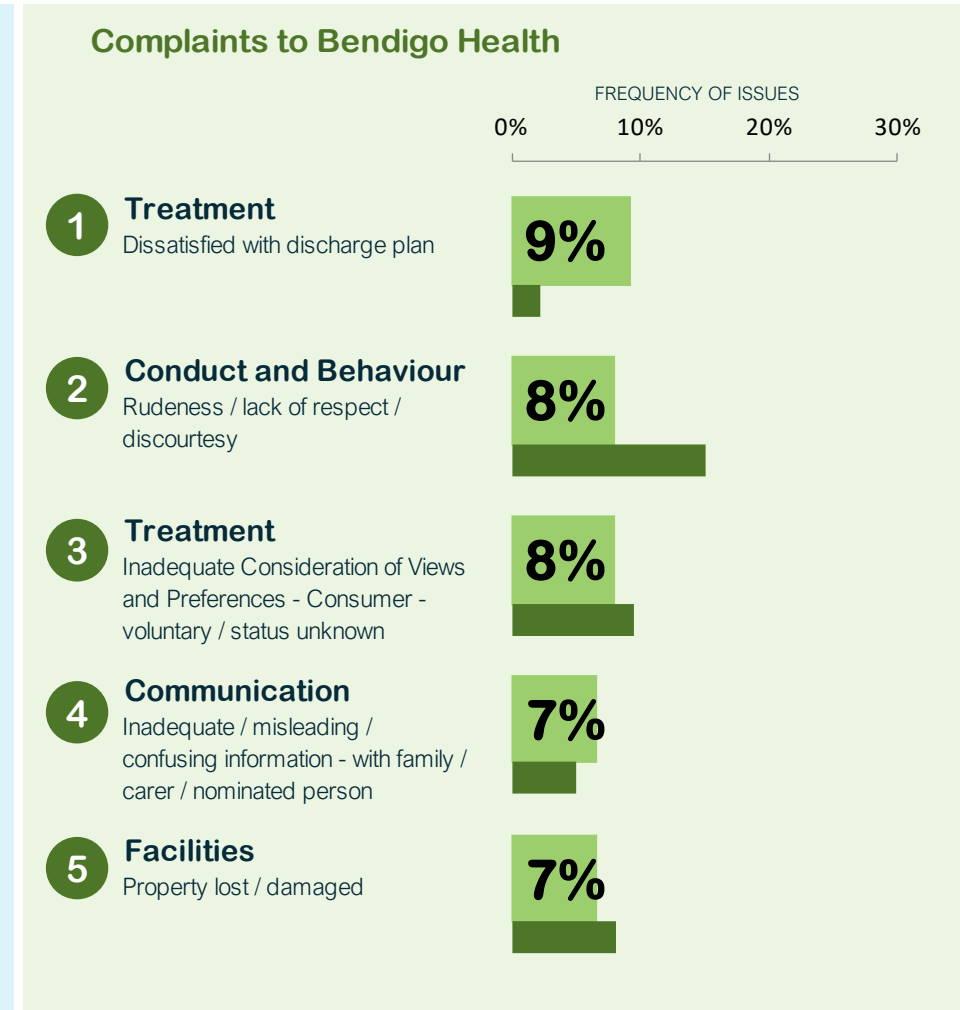
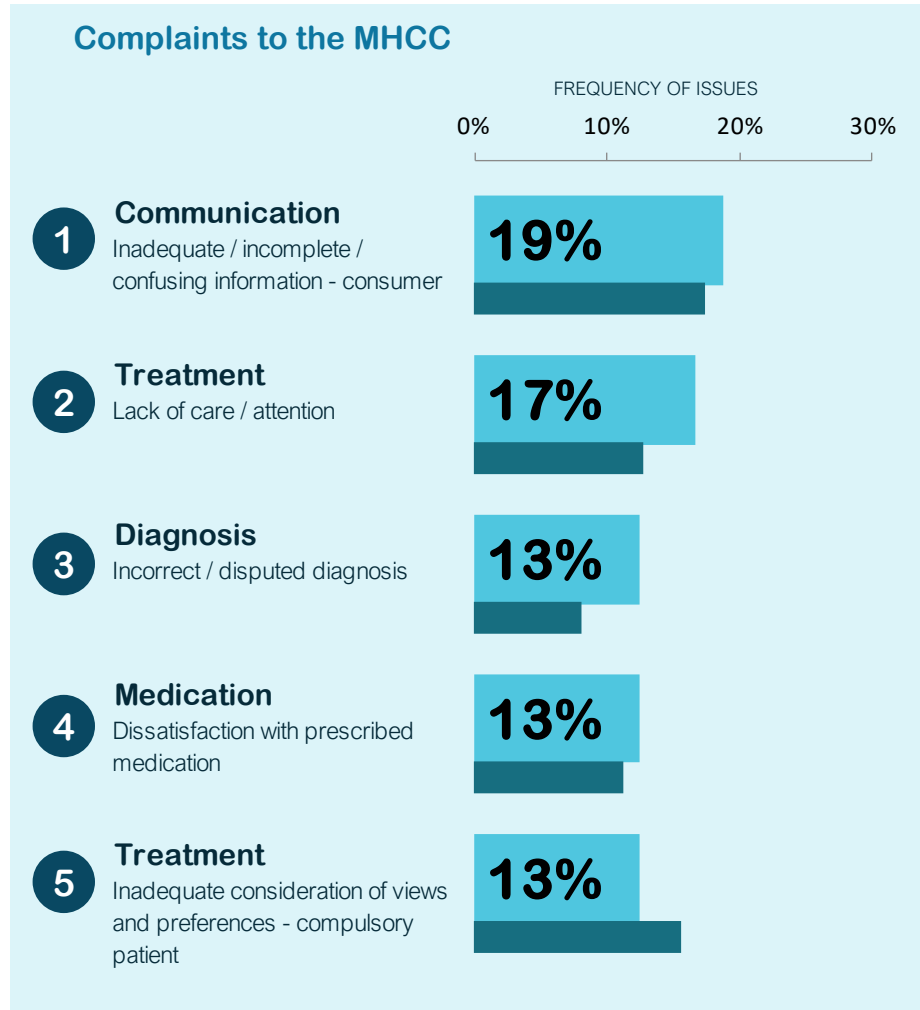
## Complaints about Bendigo Health

- to the MHCC (n=96)
- to the service (n=75)

## Sector-wide complaints

- to the MHCC (n=1641)
- to the service (n=1679)

- Inadequate/ incomplete/ confusing information provided to consumers was the most frequently occurring issue in complaints to the MHCC about Bendigo Health, raised in a similar proportion of complaints when compared with the sector.
- In complaints made directly to Bendigo Health, dissatisfaction with the discharge plan was the most frequently occurring issue, made in higher proportion compared with the sector.



# Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Bendigo Health

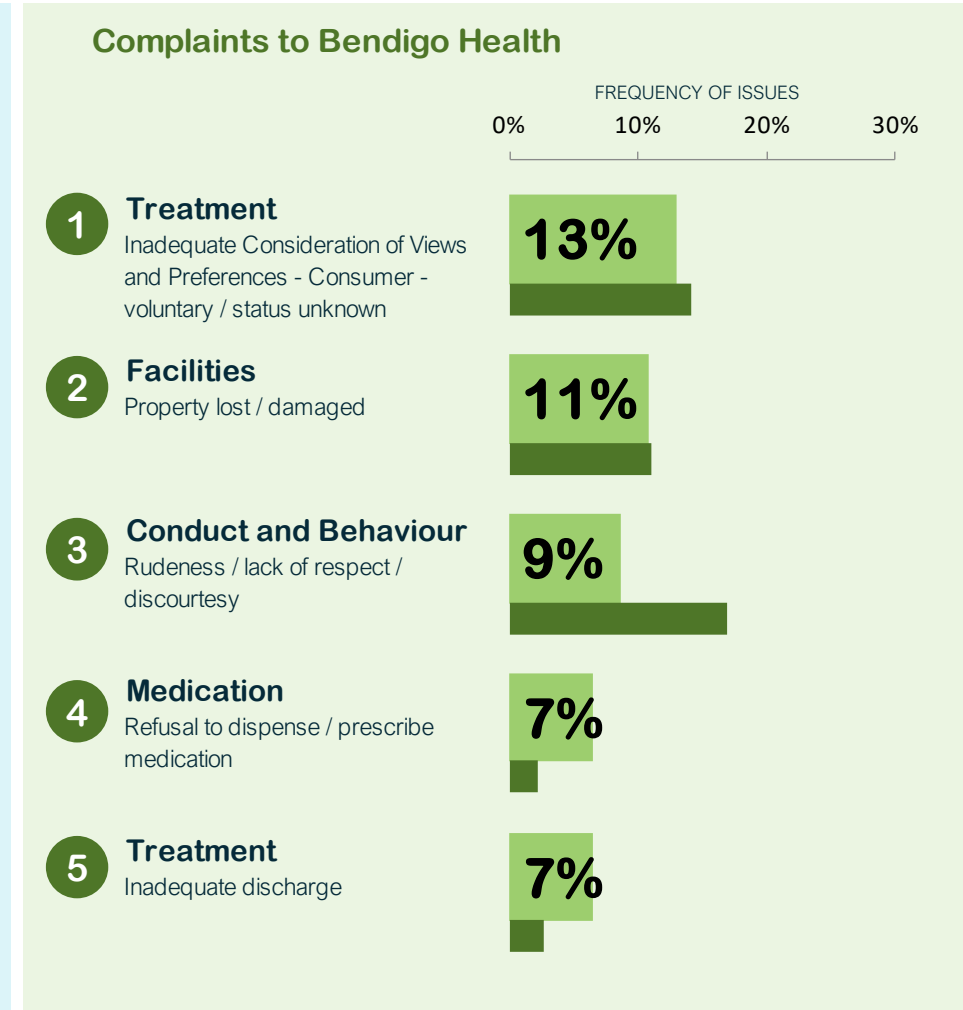
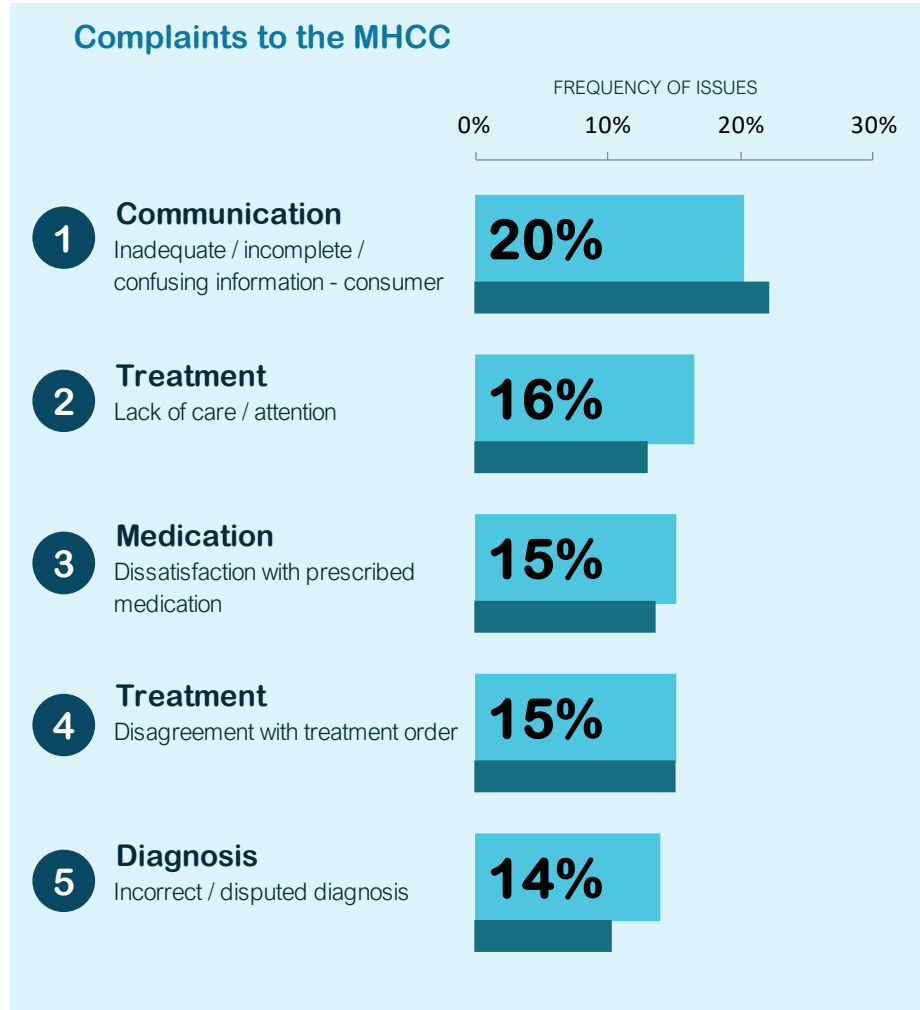
## Complaints about Bendigo Health

- to the MHCC (n=79)
- to the service (n=46)

## Sector-wide complaints

- to the MHCC (n=1149)
- to the service (n=1033)

- The top five issues raised by consumers in complaints to the MHCC about Bendigo Health were broadly consistent with the complaints raised to the MHCC about the sector. The most frequently raised issue in complaints to the MHCC about Bendigo Health was inadequate/ incomplete/ confusing information provided to the consumer.
- The most frequent issues raised by consumers in complaints directly to Bendigo Health were inadequate consideration of the views and preferences of voluntary consumers and property lost/ damaged. A lower proportion of complaints by consumers were about rudeness/ lack of respect/ discourtesy compared to the sector.



# Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Bendigo Health

## Complaints about Bendigo Health

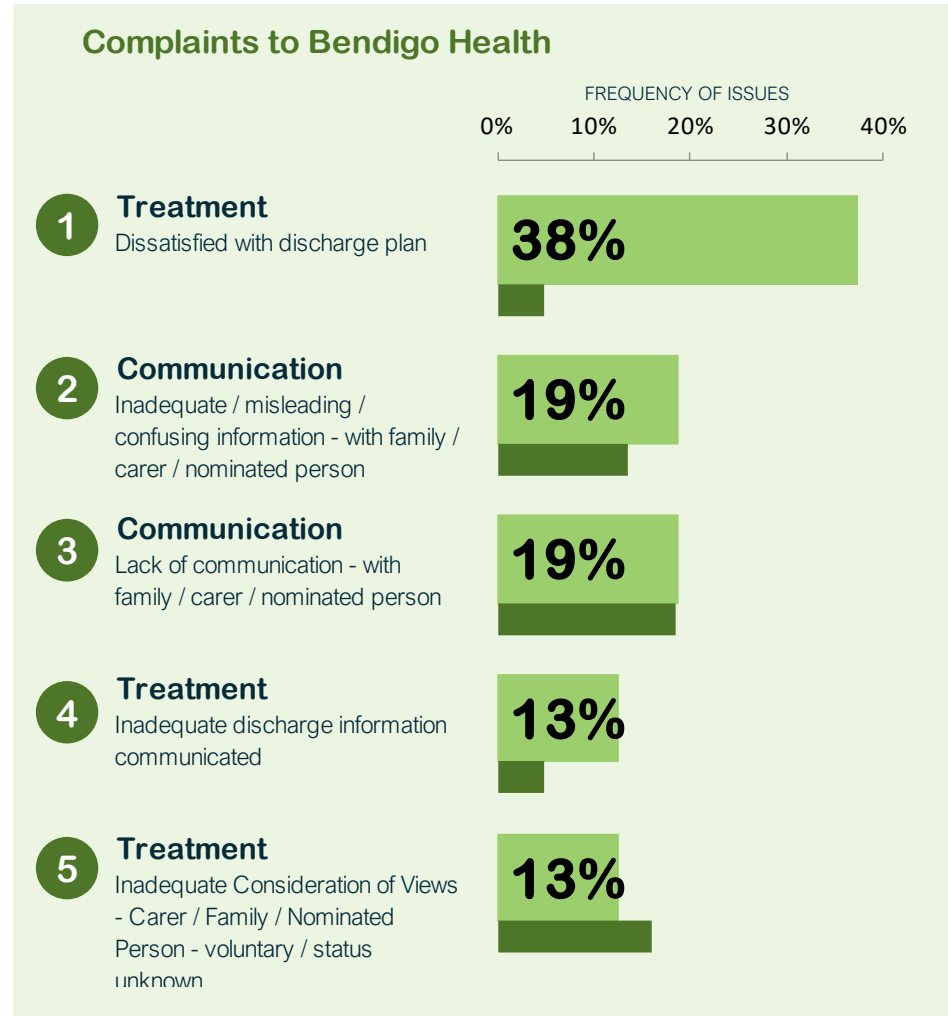
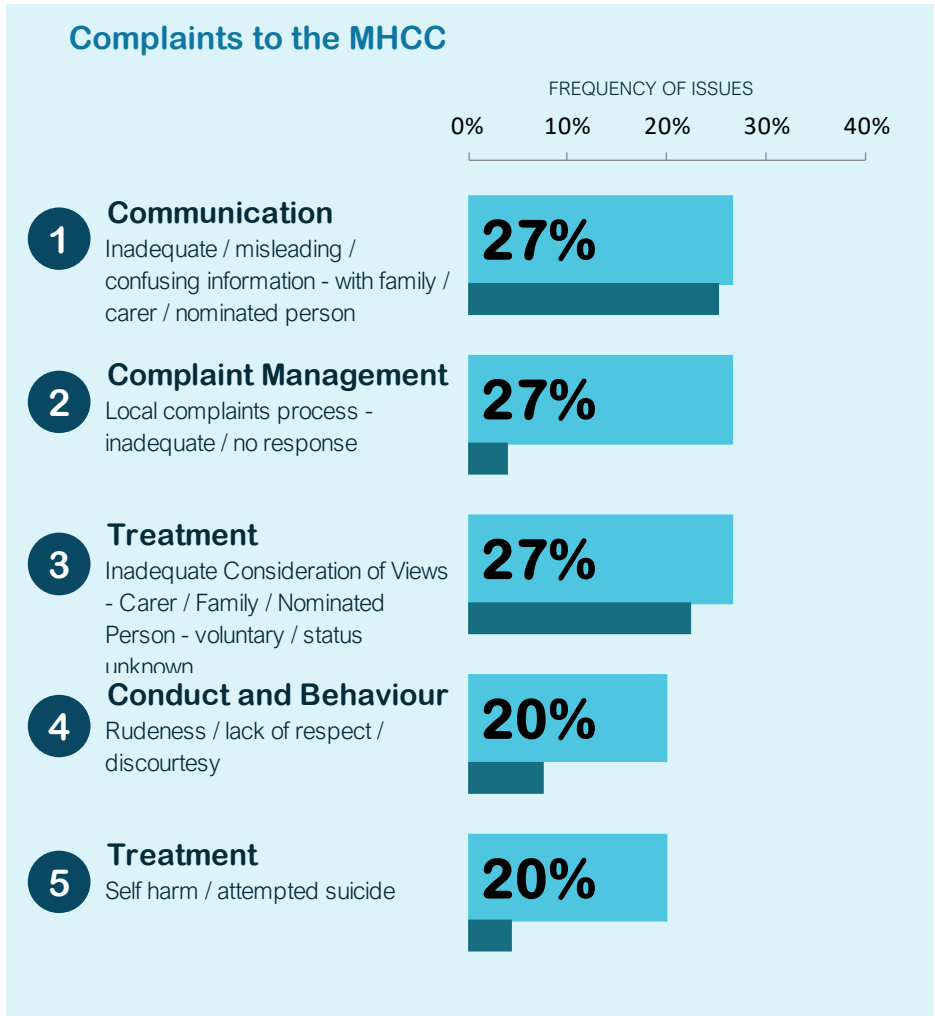
- to the MHCC (n=15)
- to the service (n=16)

## Sector-wide complaints

- to the MHCC (n=426)
- to the service (n=529)

Communication and treatment issues relating to inadequate information provided to family members / carers and inadequate consideration of their views and preferences were the most frequently raised in complaints to the MHCC about Bendigo Health. Inadequate or no response to complaints was also among the most frequent and was raised in higher proportion of complaints compared to the sector.

Dissatisfaction with discharge plan was the issue most commonly raised by family members / carers in complaints directly to Bendigo Health, raised in a higher proportion of complaints compared to the sector.



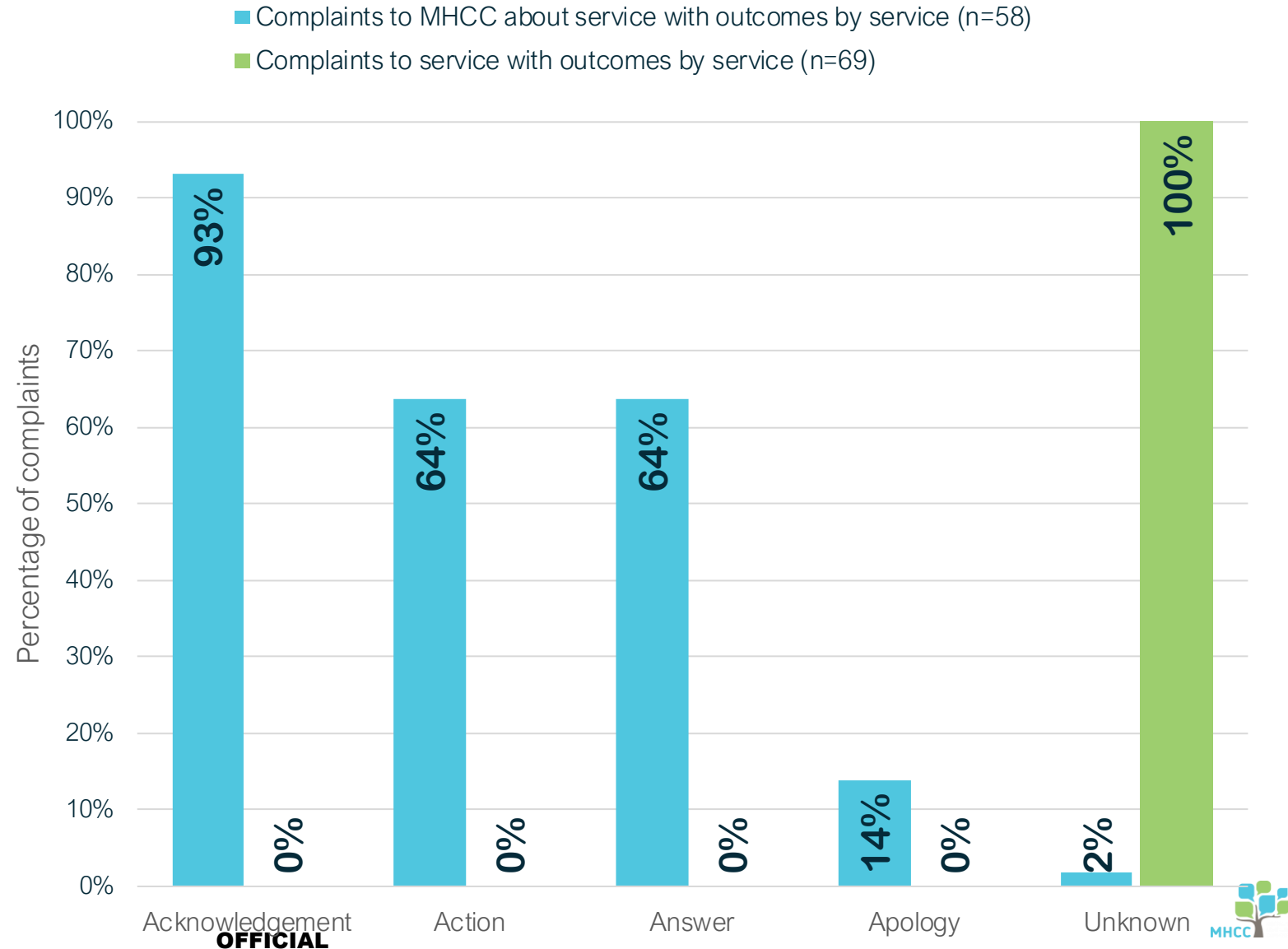


# Outcomes of complaints

# What were the outcomes of complaints? 2020-21

Closed complaints about Bendigo 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 Bendigo Health that were assessed as being in scope for resolution or having a known service outcome. The most common outcome of these complaints was acknowledgement by Bendigo Health of the issues raised by the complainant.
- Bendigo Health did not report outcomes of complaints made directly to their service. Therefore, the outcomes of complaints made directly to Bendigo Health are unknown.

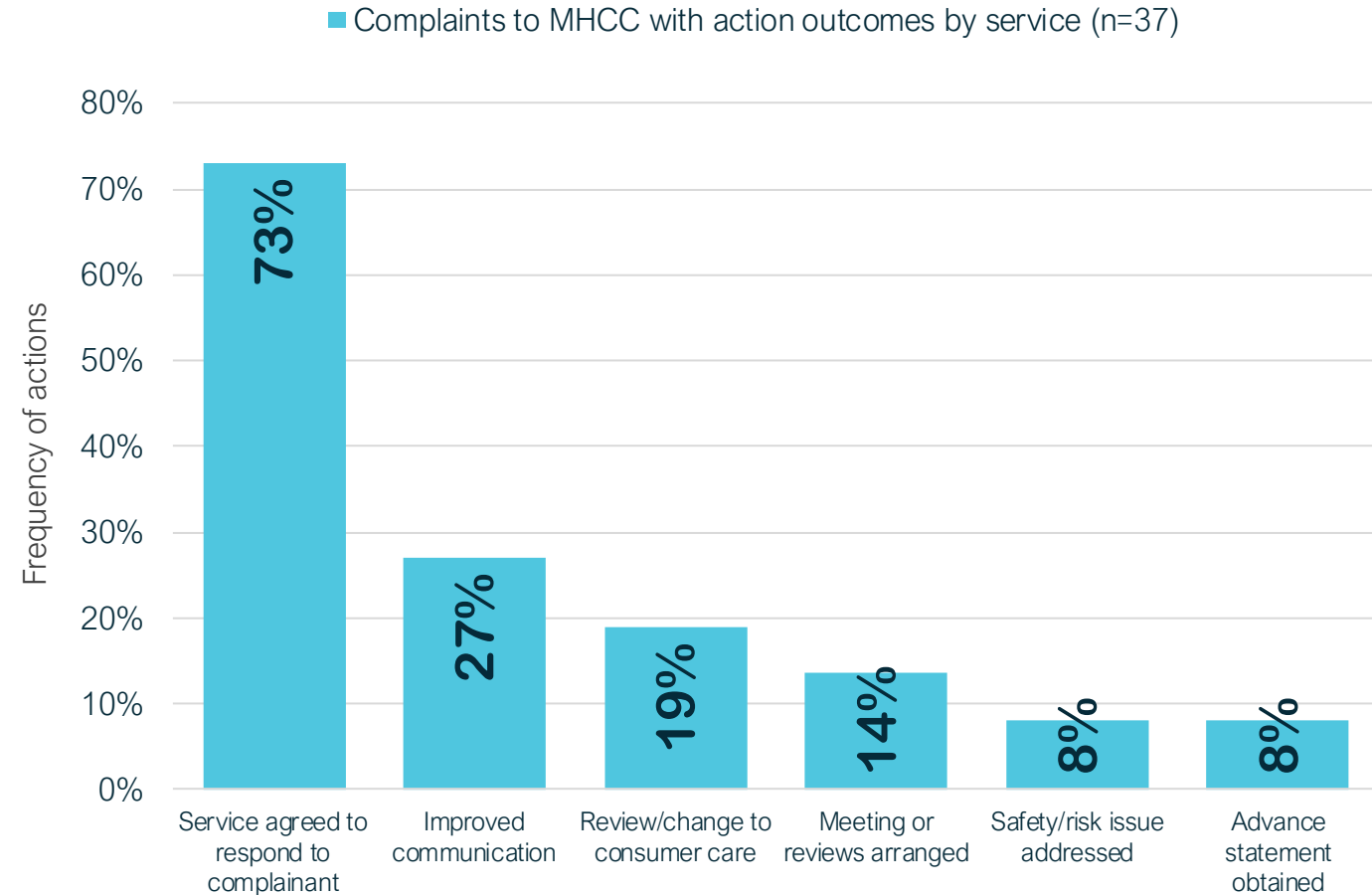




# What actions were taken by the service? 2020-21

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

- Actions most frequently undertaken by Bendigo Health in response to complaints to the MHCC included:
  - responding to the complainant or consumer directly
  - improved communication/resolution of misunderstandings
  - change/review of treatment/care for individual consumers



# Key points to consider



## Complaint numbers

- The number of complaints to the MHCC about Bendigo Health rose in 2020-21. Meanwhile, the number of complaints made to Bendigo Health directly decreased in 2020-21 compared to 2019-2020.
- Overall, more complaints were made to the MHCC than directly to Bendigo Health. The MHCC would like to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/carers feel empowered to raise concerns directly with the service.



## Issues raised

- Inadequate/ incomplete/ confusing information provided to consumers was the most frequently occurring issue in complaints to the MHCC about Bendigo Health, raised in a similar proportion of complaints when compared with the sector.
- In complaints made directly to Bendigo Health, dissatisfaction with the discharge plan was the most frequently occurring issue, in higher proportion when compared with the sector.



## Outcomes

- Bendigo Health did not report outcomes of complaints made directly to their service. Therefore, the outcome of complaints made directly to Bendigo Health is unknown.
- The most common action undertaken by Bendigo Health in response to complaints to the MHCC was to respond to the consumer or complainant directly.