

# Summary of service provider complaint report

## Central East AMHS

2021-22



# Introduction

## Purpose

The purpose of this summary presentation is to showcase key data for complaints made to the MHCC and complaints and compliments made directly to your service, largely focusing on the 2021-22 reporting year.

This summary outlines a range of complaints and compliments statistics, including who complainants are, what issues were raised, and how the complaints were 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:



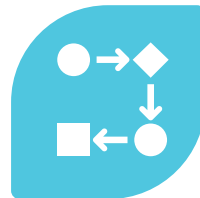
identify key themes and emerging issues across the sector



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? 2021-22

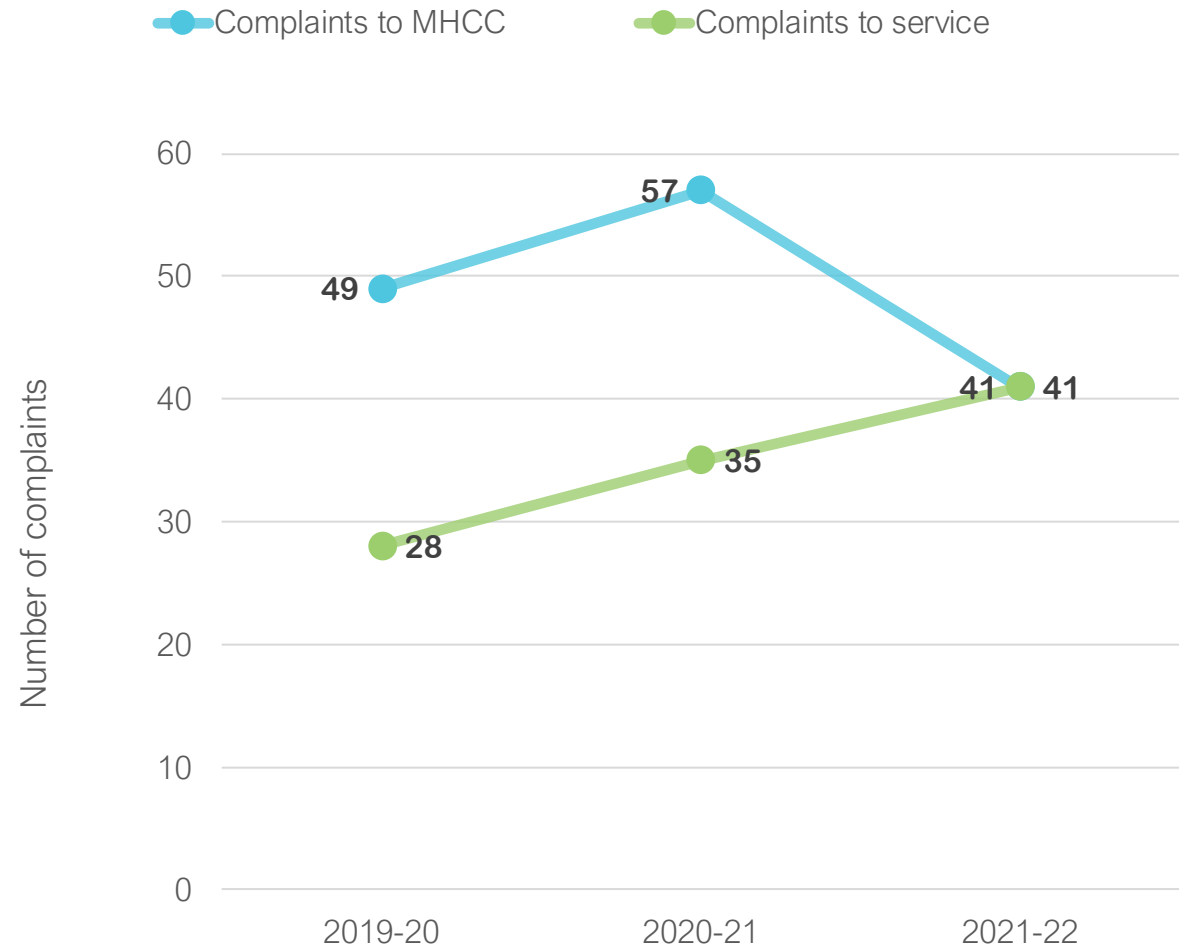
41

Complaints to MHCC  
about Central East AMHS

41

Complaints to  
Central East AMHS

- In 2021-22 the number of complaints made to the MHCC about Central East AMHS was equal to the number of complaints made directly to Central East AMHS.
- Overall, the number of complaints made directly to Central East AMHS have increased since 2019-20. Conversely, while the number of complaints made to the MHCC about the service increased in 2020-21, it has since fallen below the level recorded in 2019-20.

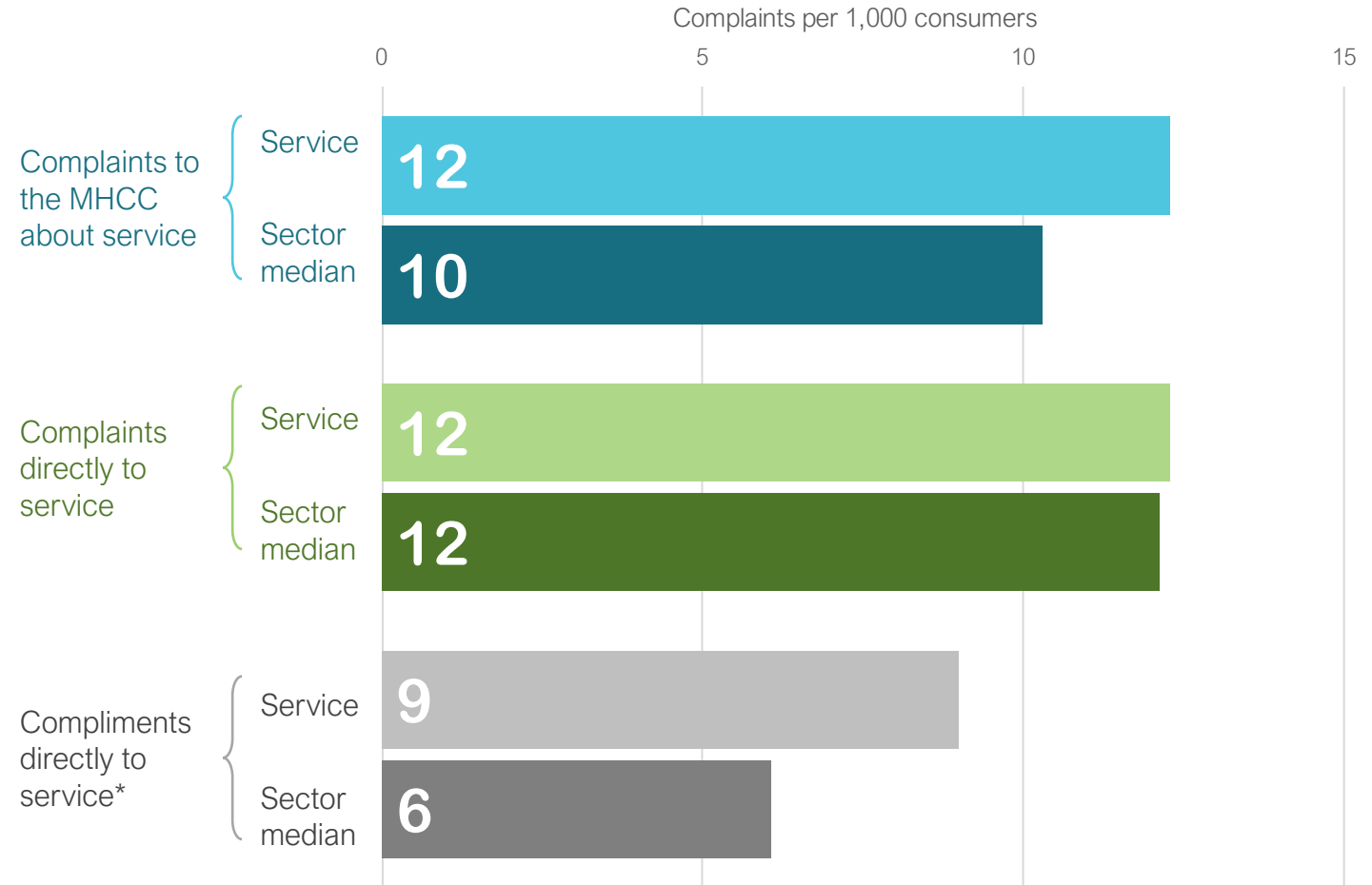


# Complaint and compliment rates

2021-22

- 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 complaints and compliments rates below the sector median.
- The rate of complaints made to the MHCC about Central East AMHS was slightly higher than the sector median, and the rate of complaint made to the service directly was similar to the sector median. The rate of compliments made to Central East AMHS was higher when compared to the sector.

<b>Complaints about Central East AMHS</b>	<b>Sector-wide complaints</b>
● to the MHCC (n=41)	● to the MHCC (n=1282)
● to the service (n=41)	● to the service (n=1582)
● Compliments to Central East AMHS (n=30)	● Compliments to services sector-wide (n=891)

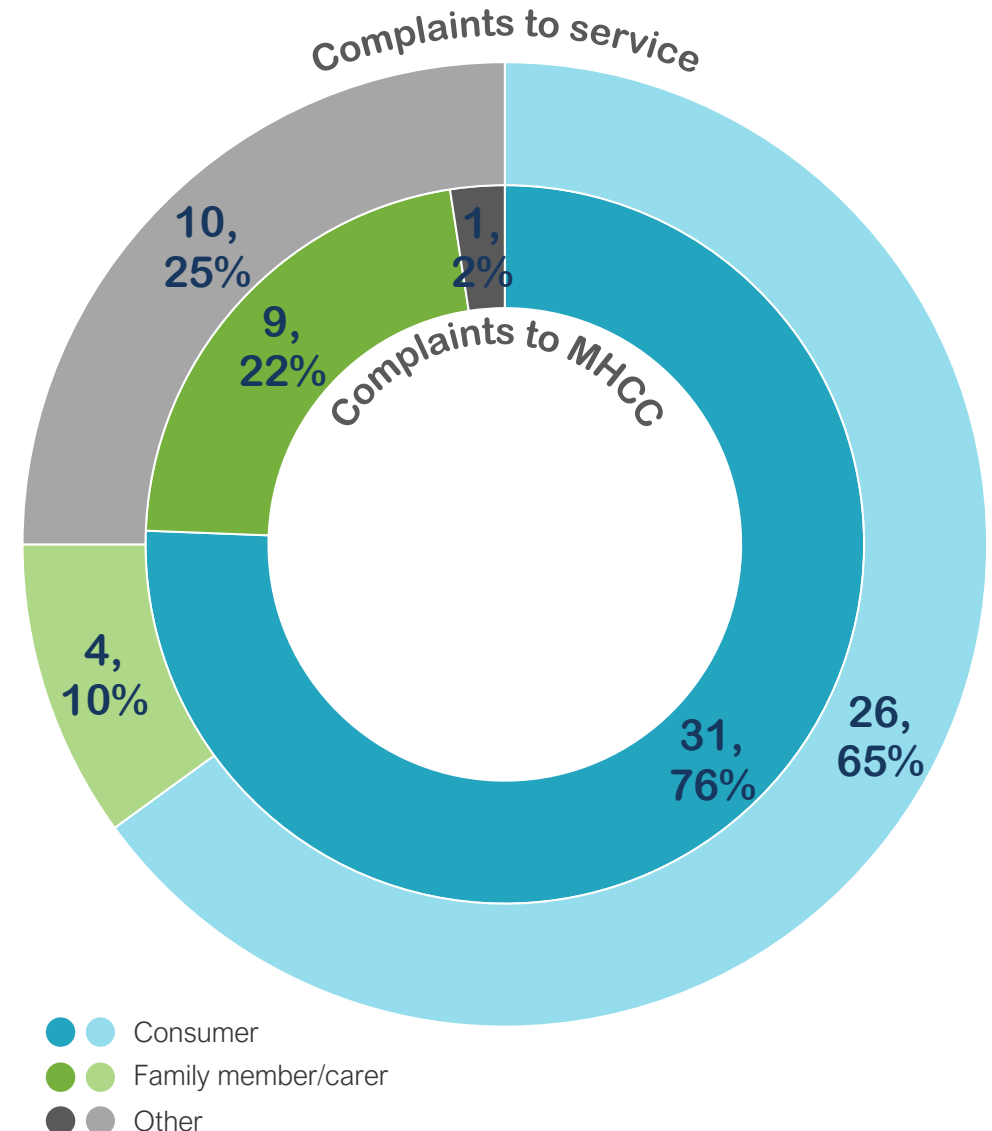


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2021-22

Complaints raised about Central East AMHS

- Consumers made the majority of complaints to the MHCC about Central East AMHS, as well as to the service directly. This is broadly consistent with the sector as a whole.
- Family members / carers made less than a quarter of complaints to the MHCC about Central East AMHS and only 10% of the complaints directly to Central East AMHS.
- Others, including advocates, friends and/ or staff have made a quarter of the complaints directly to the service. This is higher when compared to the sector.



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



# Issues raised in complaints and compliments

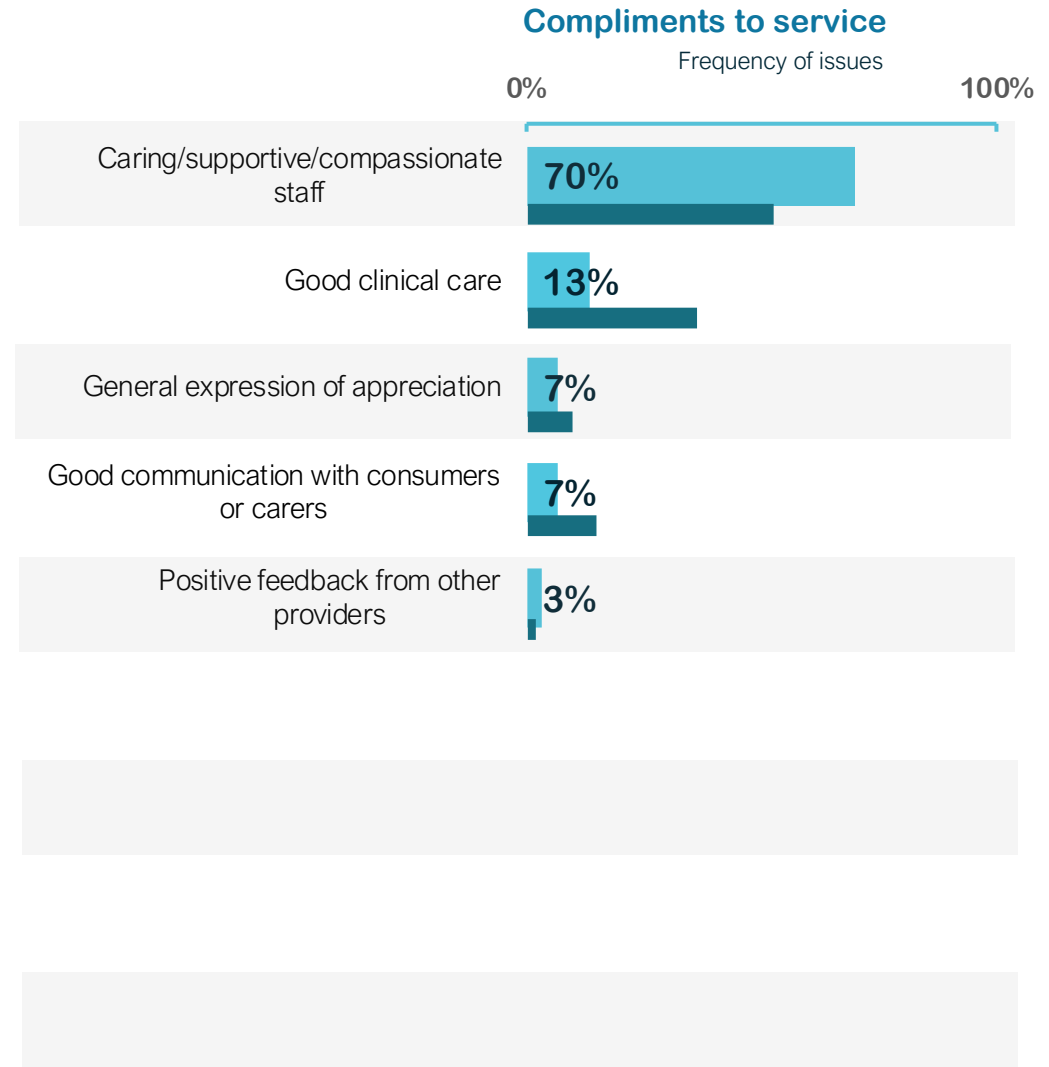


# What were compliments about? 2021-22

● Compliments to Central East AMHS (n=30)    ● Compliments to services sector-wide (n=891)

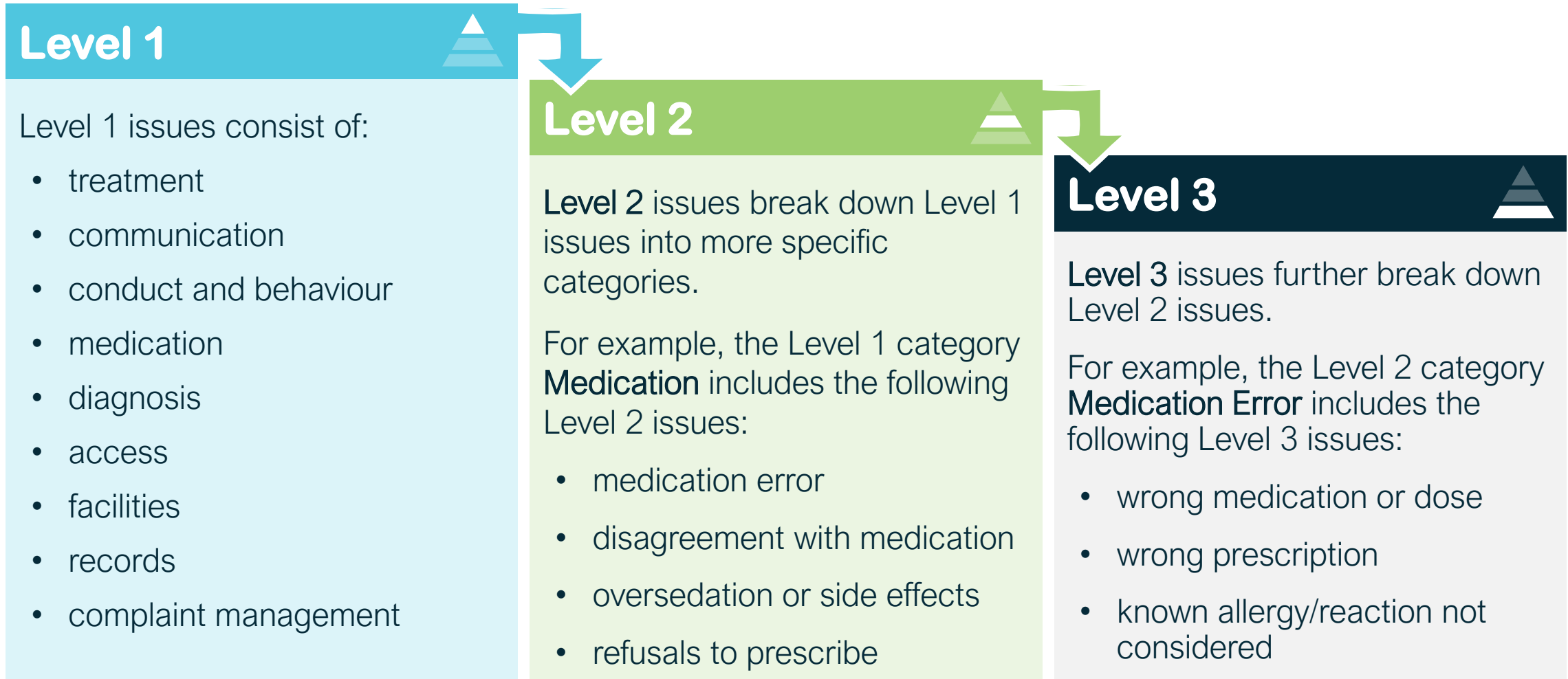
Themes in Compliments made to Central East AMHS

- Seven in ten compliments made to Central East AMHS were about positive feedback in relation to caring, supportive and compassionate staff, which was reported in slightly higher proportion when compared to compliments made across the sector.
- A considerable level of detail was provided by Central East AMHS about their compliments data that enabled 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? 2021-22

Level 1 issues raised about Central East AMHS

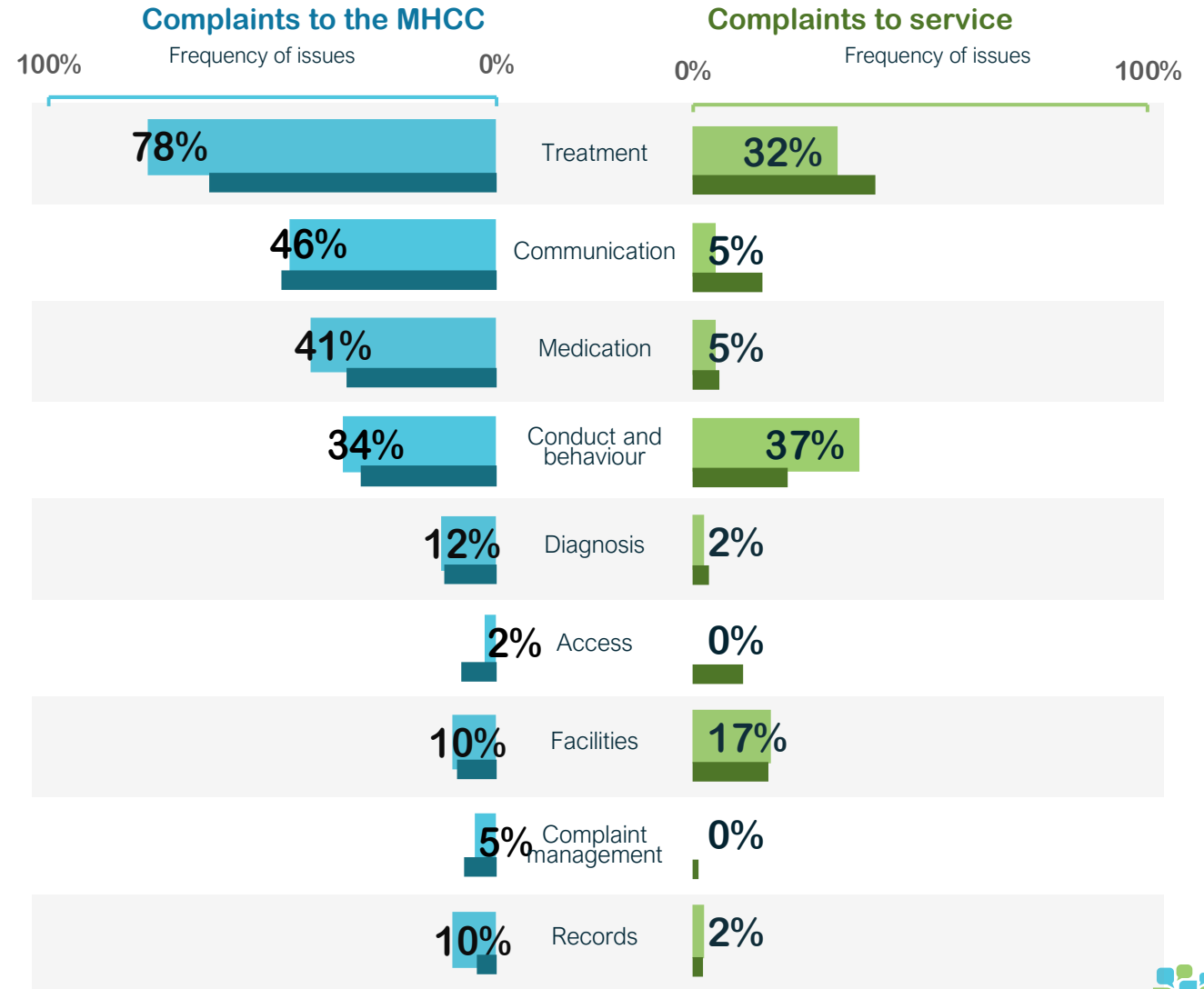
- Issues raised in complaints made to the MHCC about Central East AMHS were consistent with those raised in complaints made to the MHCC across the sector, with Treatment, Communication, Medication, and Conduct and behavior being the most commonly raised issues.
- Issues raised in complaints made directly to Central East AMHS were commonly about Treatment, Conduct and behaviour, and Facilities. Issues about Conduct and behaviour were raised at a higher rate when compared to the sector.

**Complaints about Central East AMHS**

- to the MHCC (n=41)
- to the service (n=41)

**Sector-wide complaints**

- to the MHCC (n=1282)
- to the service (n=1582)



# What were complaints about? 2021-22

Most frequent Level 3 issues raised about Central East AMHS

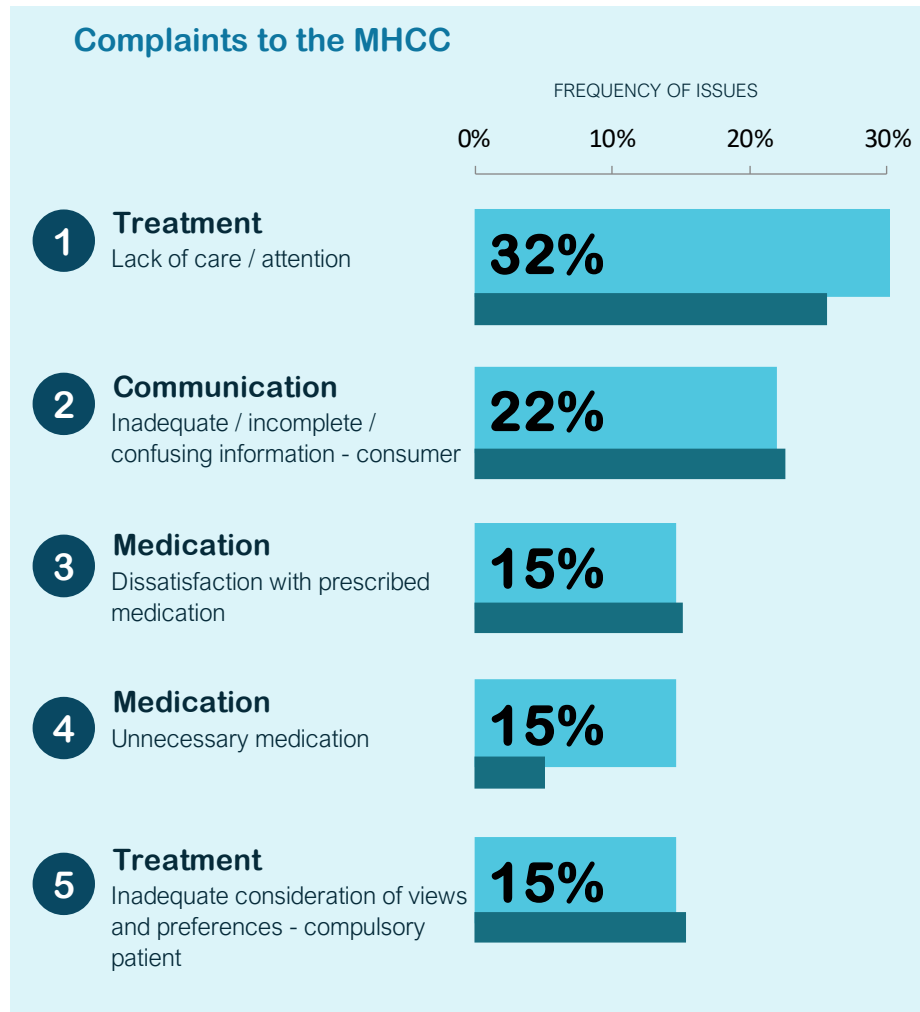
Complaints about Central East AMHS

- to the MHCC (n=41)
- to the service (n=41)

Sector-wide complaints

- to the MHCC (n=1282)
- to the service (n=1582)

- Lack of care or attention was the most frequently occurring issues in complaints made to the MHCC about Central East AMHS, raised in a slightly higher proportion when compared to the sector. Issues regarding inadequate, incomplete, or confusing information provided to the consumer were also commonly raised.
- Issues raised in complaints made directly to Central East AMHS were most frequently about rudeness, lack of respect, and/or discourtesy, which was raised in a much higher proportion of complaints when compared to the sector.



# Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Central East AMHS

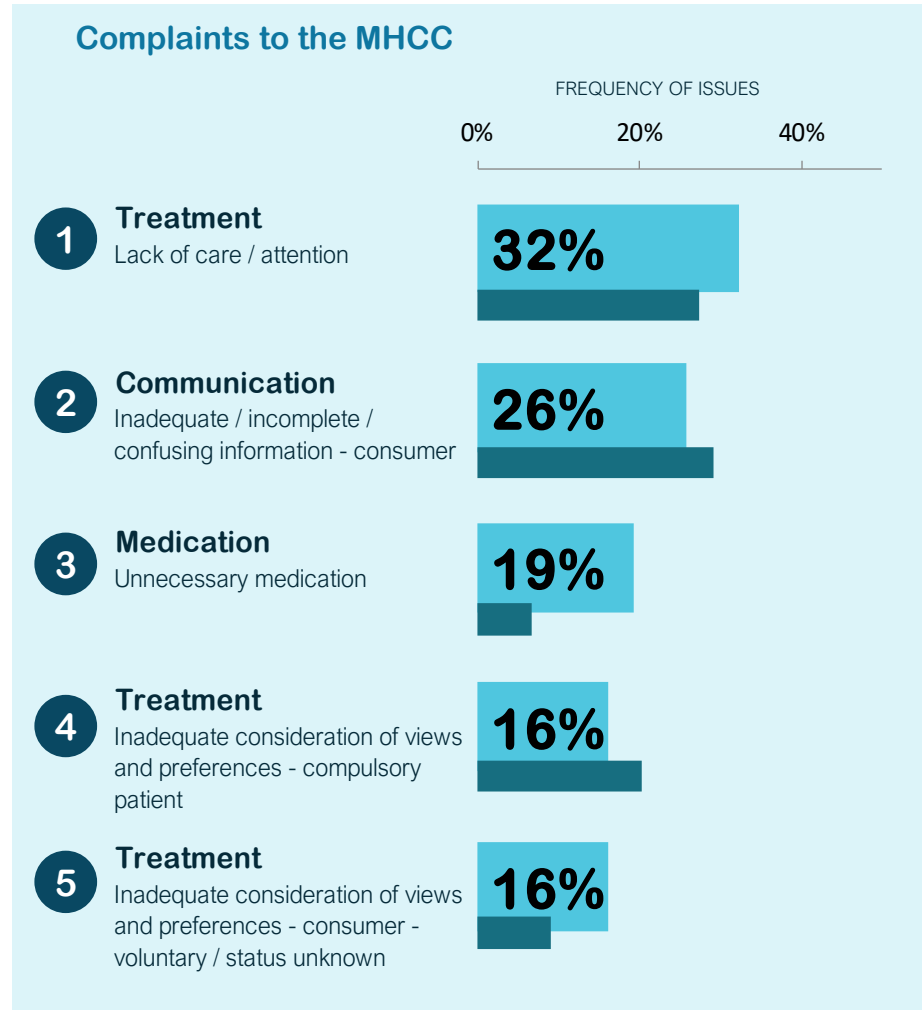
Complaints about Central East AMHS

- to the MHCC (n=31)
- to the service (n=26)

Sector-wide complaints

- to the MHCC (n=918)
- to the service (n=832)

- In complaints made to the MHCC about Central East AMHS by consumers, lack of care or attention regarding treatment, inadequate, incomplete or confusing information provided to consumers, and unnecessary medication, were the most commonly raised issues.
- The most common issues raised by consumers in complaints made directly to Central East AMHS were rudeness, lack of respect, or discourtesy, and general unsafe environment, both raised in significantly higher proportions compared to the sector.



# Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Central East AMHS

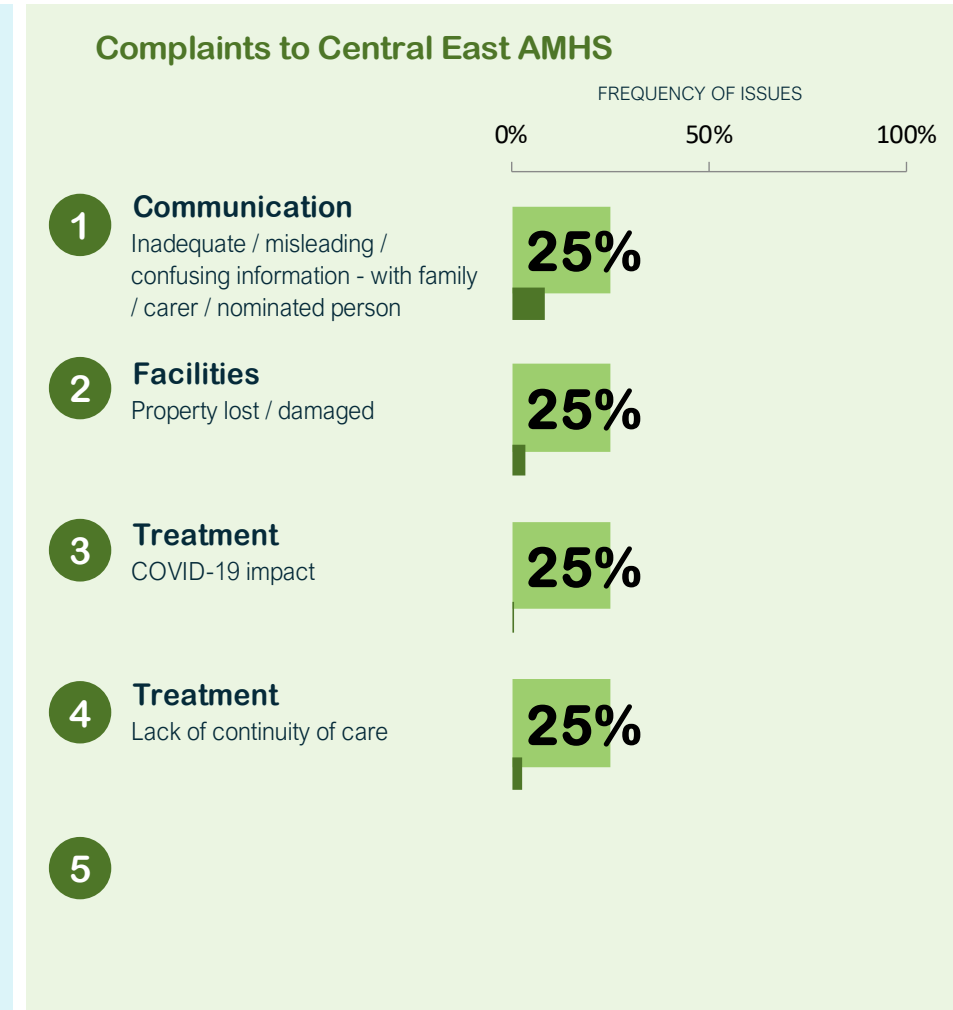
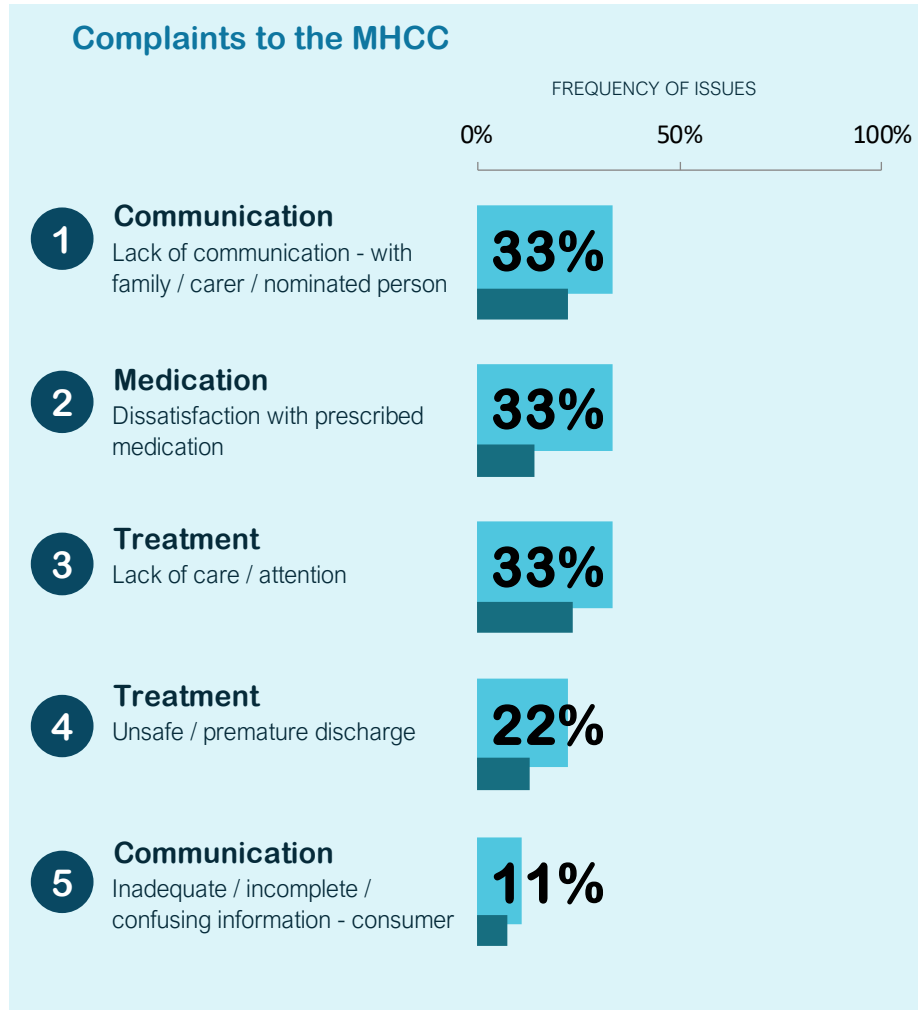
- Lack of communication with family or carers, dissatisfaction with prescribed medication, and lack of care or attention were the most commonly raised issues in complaints made by family/ carers to the MHCC about Central East AMHS.
- The four reported complaints made by family or carers directly to Central East AMHS mentioned issues relating to inadequate, misleading or confusing information provided to families and carers, as well as property loss or damage, both raised in higher proportions that the sector.

Complaints about Central East AMHS

- to the MHCC (n=9)
- to the service (n=4)

Sector-wide complaints

- to the MHCC (n=341)
- to the service (n=427)



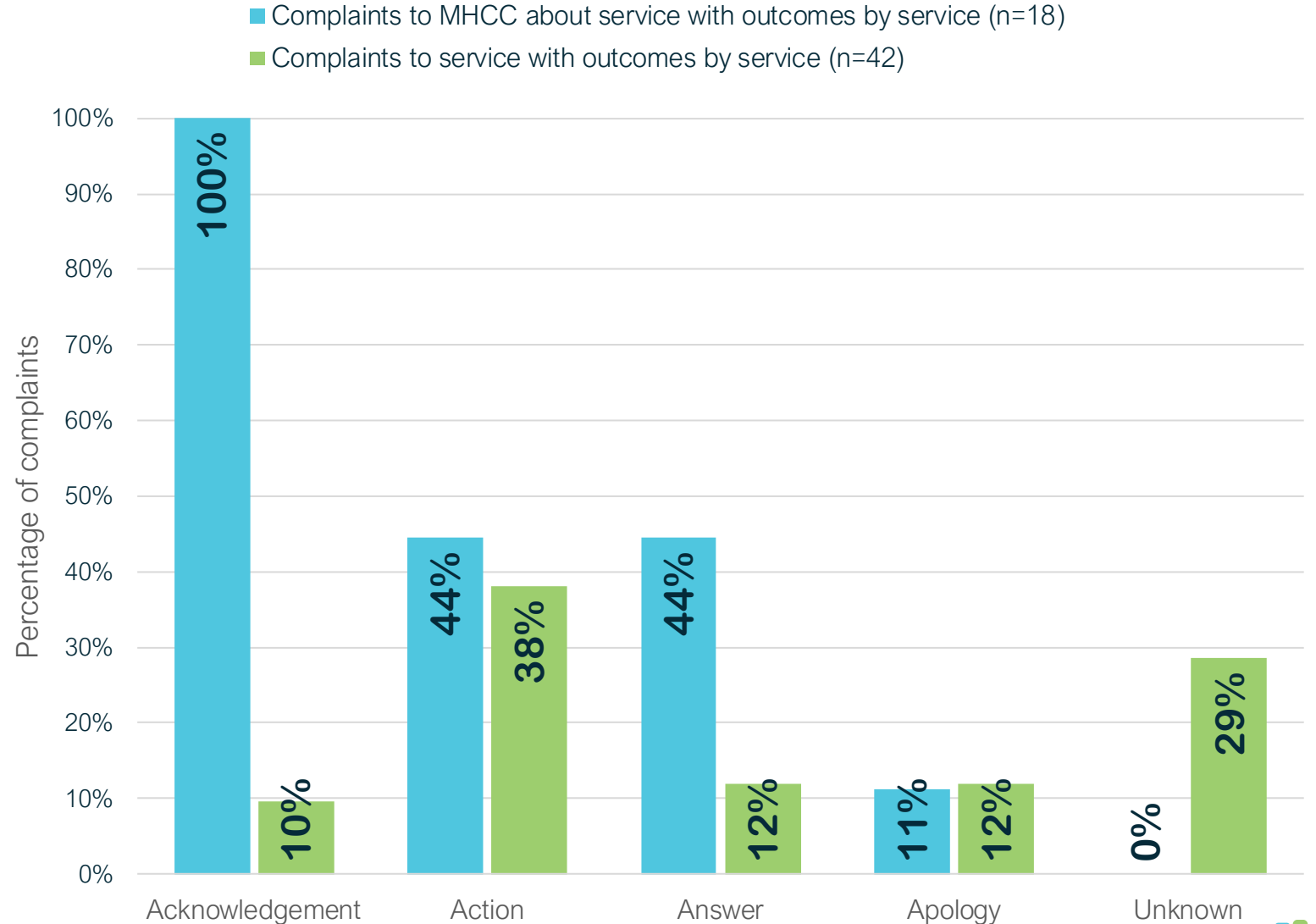


# Outcomes of complaints

# What were the outcomes of complaints? 2021-22

## Closed complaints about Central East AMHS

- Outcomes of complaints are framed in terms of the '4 A's' model of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints made to the MHCC about Central East AMHS that were assessed as being in scope for resolution or having a known service outcome. The most common outcome of these complaints was acknowledgement of the concerns raised, followed equally by answer and action taken in response to the issues raised.
- The most common outcome of complaints made directly to Central East AMHS was for the service to take action in response to the concerns raised. Just under one in three outcomes were unknown (not reported).

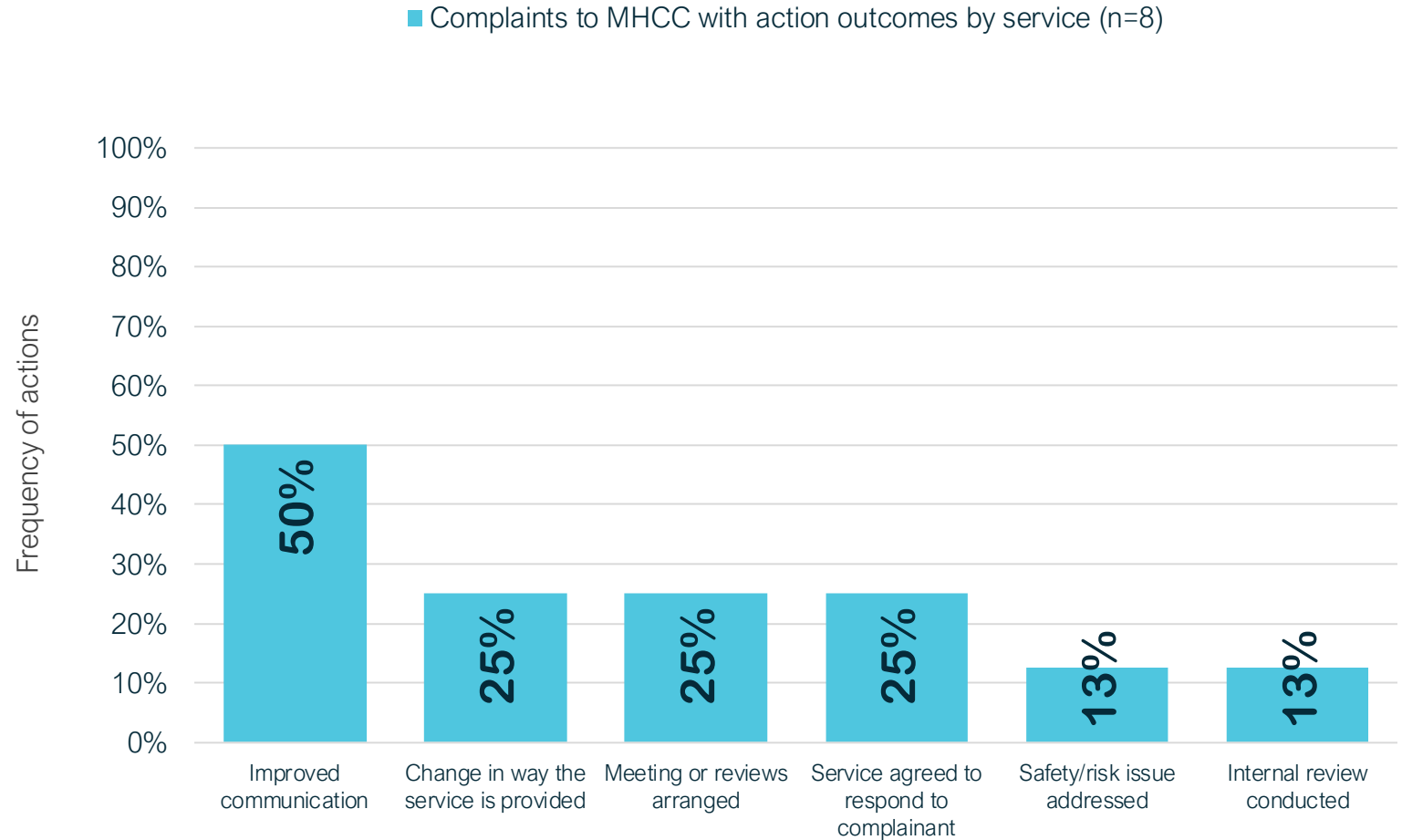




# What actions were taken by the service? 2021-22

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

- Actions most frequently undertaken by Central East AMHS in response to complaints made to the MHCC included:
  - improved communication and clarifying misunderstandings
  - change in ways the service is provided
  - arrangement of meetings or reviews
  - Service agreed to respond to the complainant



# Key points to consider



## Complaint numbers

- Overall, the number of complaints made directly to Central East AMHS have increased since 2019-20. Conversely, while the number of complaints made to the MHCC about the service increased in 2020-21, it has since fallen below the level recorded in 2019-20.
- Consumers contributed the majority of complaints received both by the MHCC about Central East AMHS as well as complaints to the service directly.



## Issues raised

- Lack of care or attention was the most frequently occurring complaints to the MHCC about Central East AMHS, this issue was raised at a slightly higher proportion compared to complaints made sector-wide.
- In complaints made directly to Central East AMHS the most commonly raised issue was that rudeness, lack of respect, and/or discourtesy, which was raised in a much higher proportion when compared to the sector.



## Outcomes

- The most common outcome of complaints made to MHCC about Central East AMHS was acknowledgement of the concerns raised, followed equally by answer and action taken in response to the issues raised.
- Improved communication is the action most frequently undertaken by Central East AMHS in response to complaints made to the MHCC about them.