

# Summary of service provider complaint report

## Monash ELMHS

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:



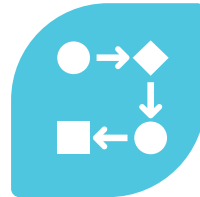
identify key themes and emerging issues across the sector



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

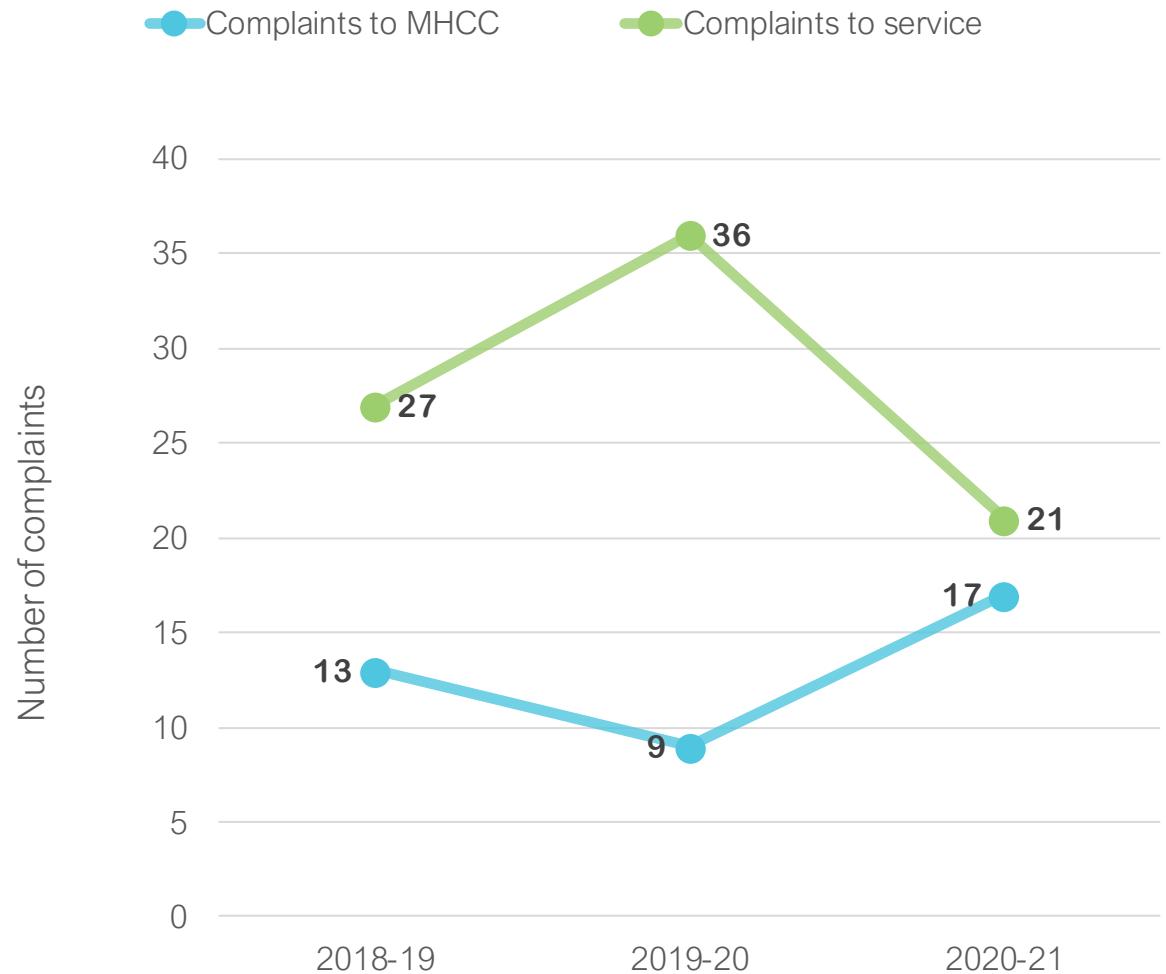
17

Complaints to MHCC  
about Monash ELMHS

21

Complaints to  
Monash ELMHS

- The number of complaints to the MHCC about Monash ELMHS rose in 2020-21, while the number of complaints made to Monash ELMHS directly decreased.
- Overall, more complaints were made to Monash ELMHS directly than to the MHCC. The MHCC is happy 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 complaint and compliment rates below the sector median.
- Compared to the sector, a slightly higher rate of complaints was made to the MHCC and a lower rate was made to Monash ELMHS directly when compared to the sector. A higher rate of compliments was made to Monash ELMHS compared to the sector.

## Complaints about Monash ELMHS

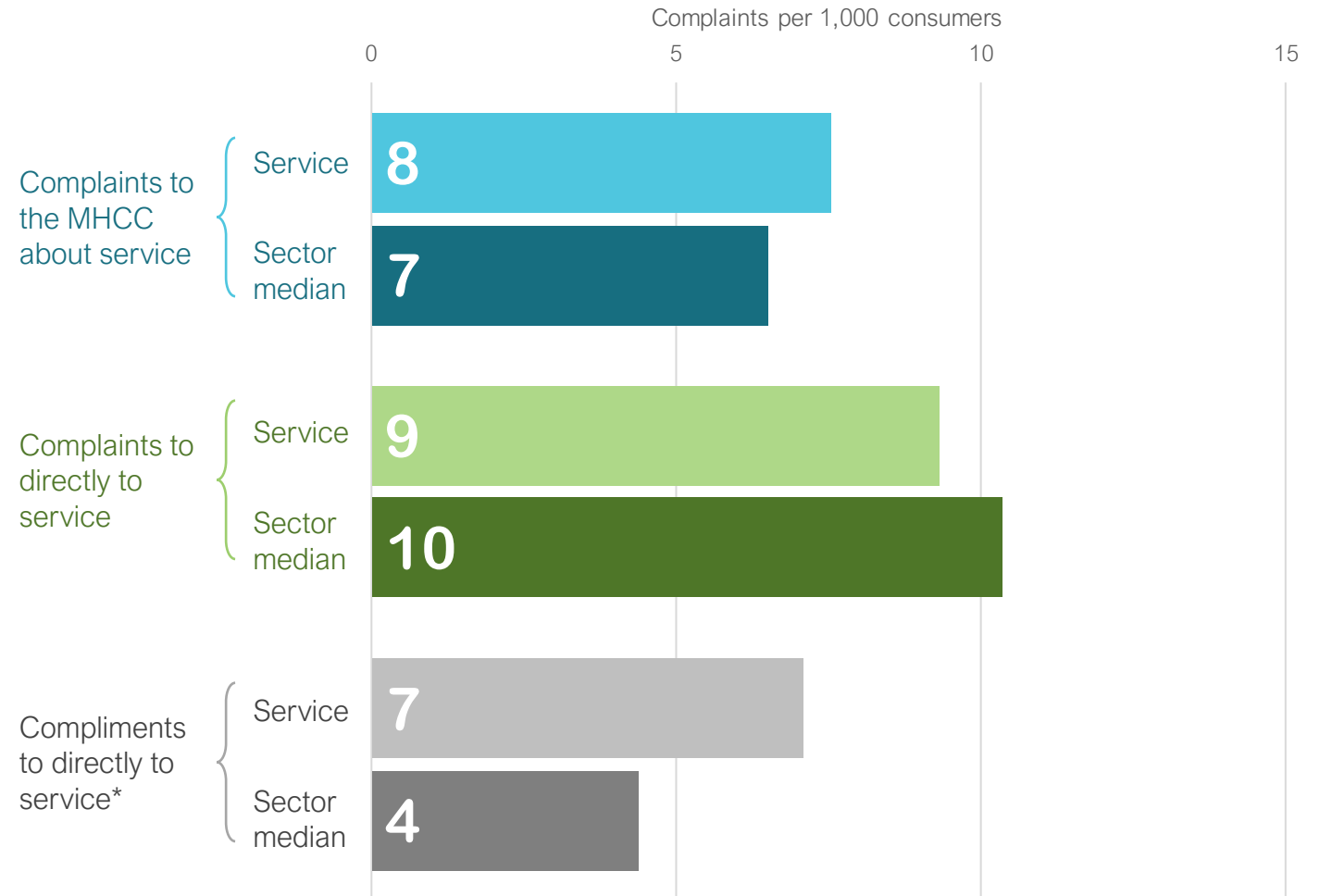
- to the MHCC (n=17)
- to the service (n=21)

● Compliments to Monash ELMHS (n=16)

## Sector-wide complaints

- to the MHCC (n=90)
- to the service (n=207)

● Compliments to services sector-wide (n=62)

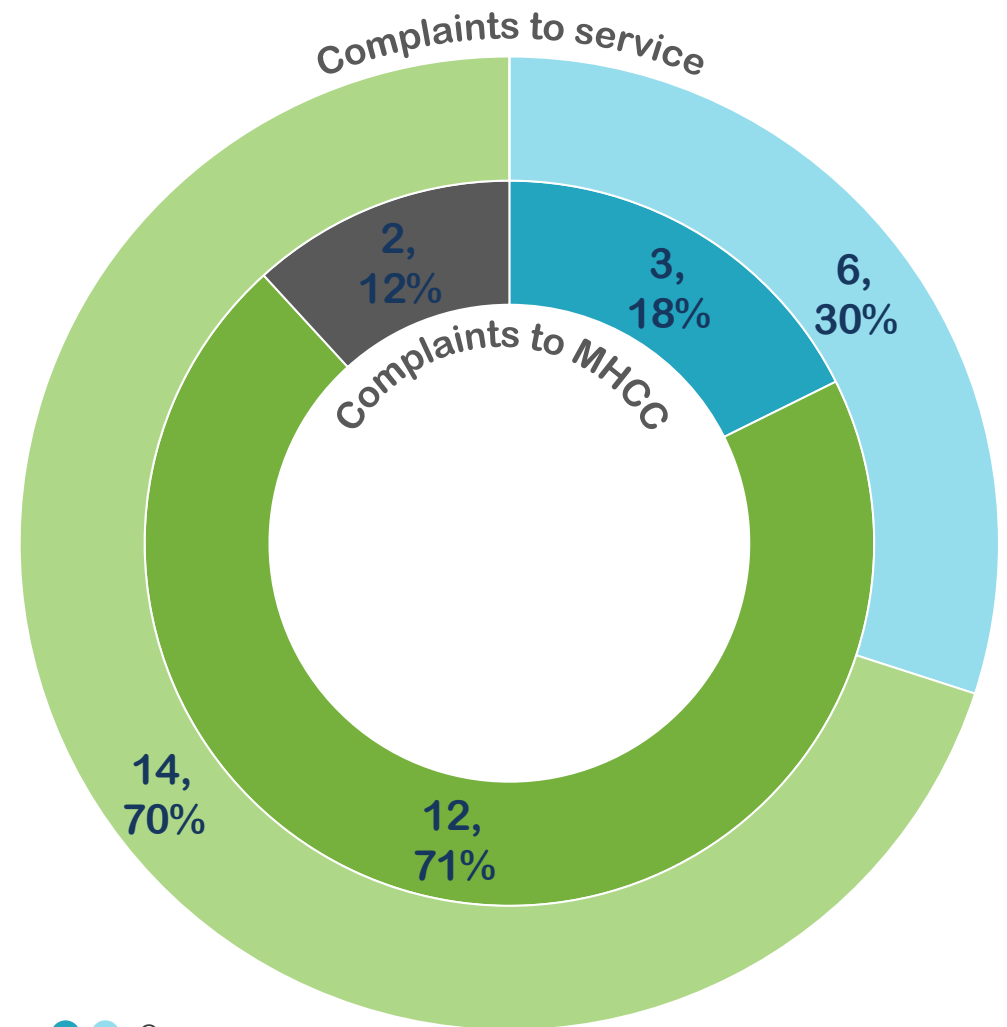


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2020-21

Complaints raised about Monash ELMHS

- Family members and carers made the majority of complaints to the MHCC about Monash ELMHS and to Monash ELMHS directly.
- In contrast, consumers made one third of all complaints directly to Monash ELMHS.



- Consumer
- Family member/carer
- Other

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



# Issues raised in complaints and compliments

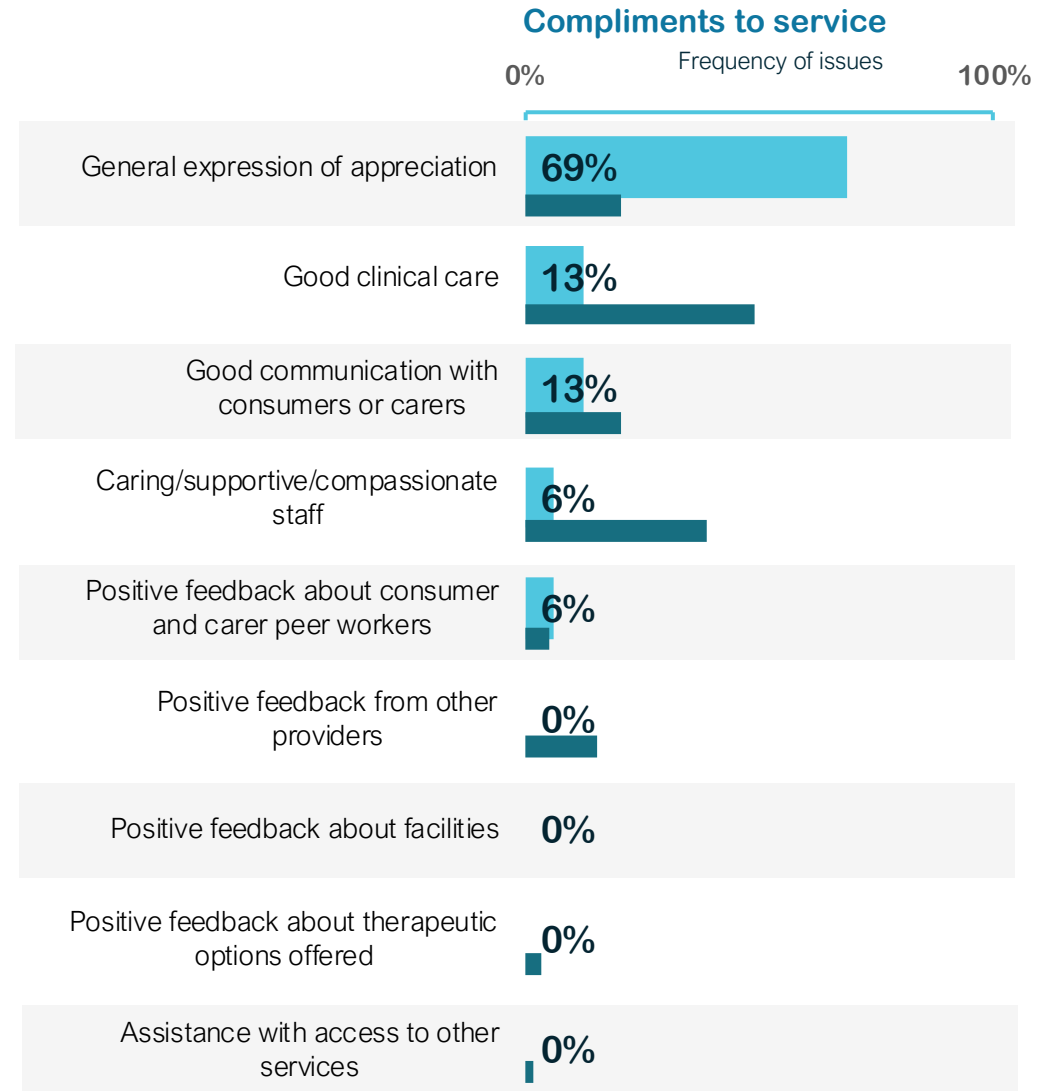


# What were compliments about? 2020-21

Issues raised in compliments about Monash ELMHS

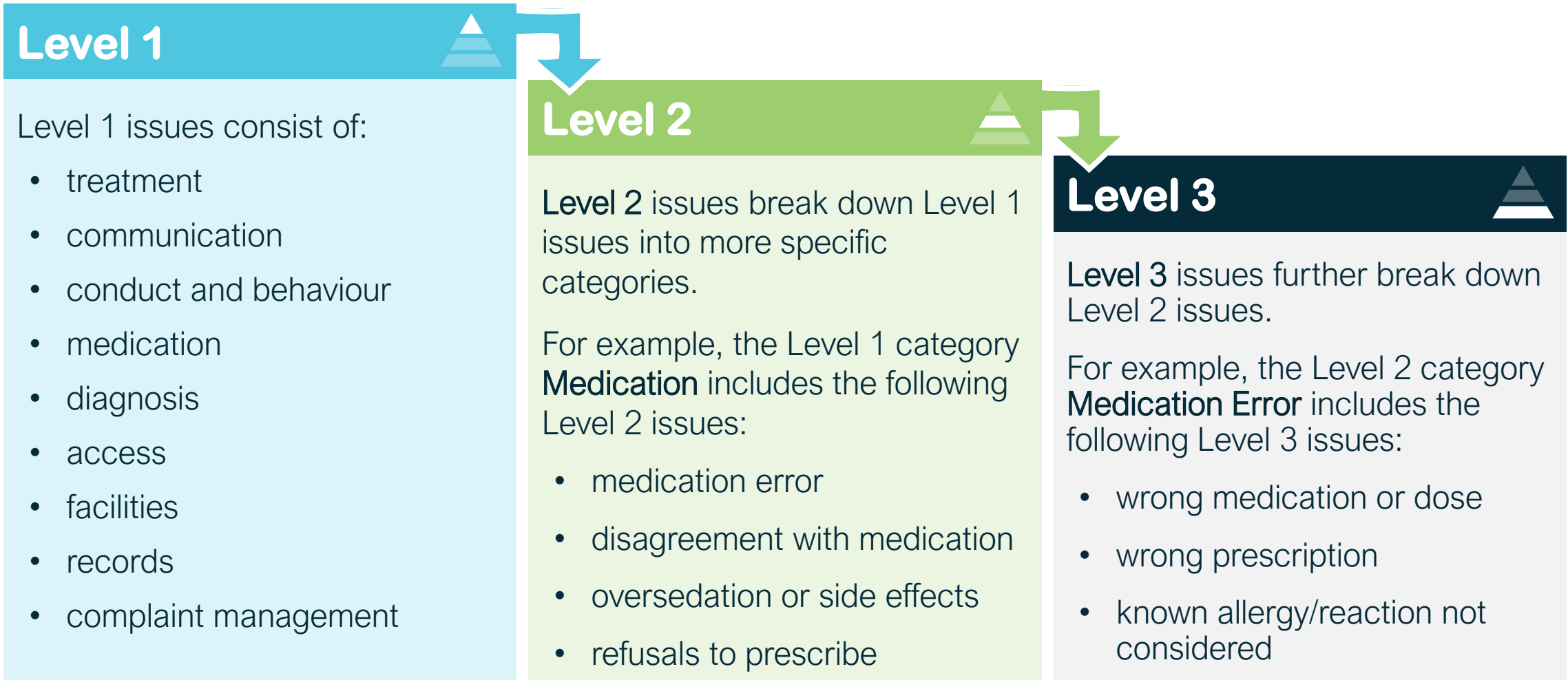
● Compliments to Monash ELMHS (n=16)
 ● Compliments to services sector-wide (n=62)

- This is the first year for which we have reported on themes raised in compliments, following feedback from services that this would be helpful.
- Compliments made to Monash ELMHS were most commonly positive feedback about good clinical care and good communication with consumers or carers, appeared in lower percentages than in compliments made to services sector-wide.
- More than two thirds of compliments made to Monash ELMHS were classified as general expression of appreciation compared to the sector. The MHCC would like to see more detailed data on compliments in order to identify more specific themes in the future.



# 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 Monash ELMHS

- Issues raised in complaints to the MHCC about Monash ELMHS were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment and Communication, being the most commonly raised issues.
- Issues raised in complaints made directly to Monash ELMHS were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Conduct and Behaviour, and Communication being the most commonly raised issues.
- Issues about Access were also raised in complaints to both the MHCC and to the service directly.

Complaints about Monash ELMHS

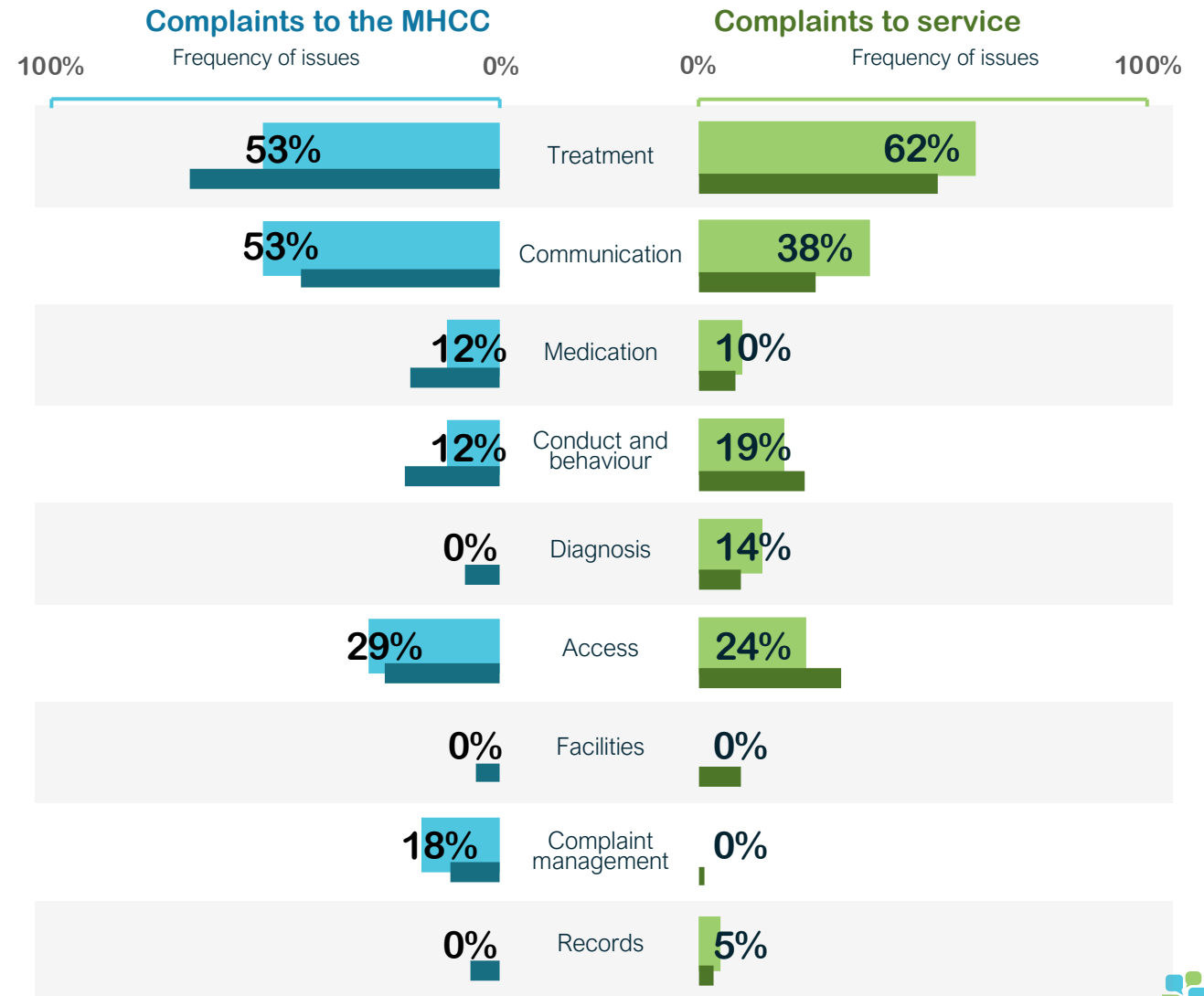
to the MHCC (n=17)

to the service (n=21)

Sector-wide complaints

to the MHCC (n=90)

to the service (n=207)



# What were complaints about? 2020-21

Most frequent Level 3 issues raised about Monash ELMHS

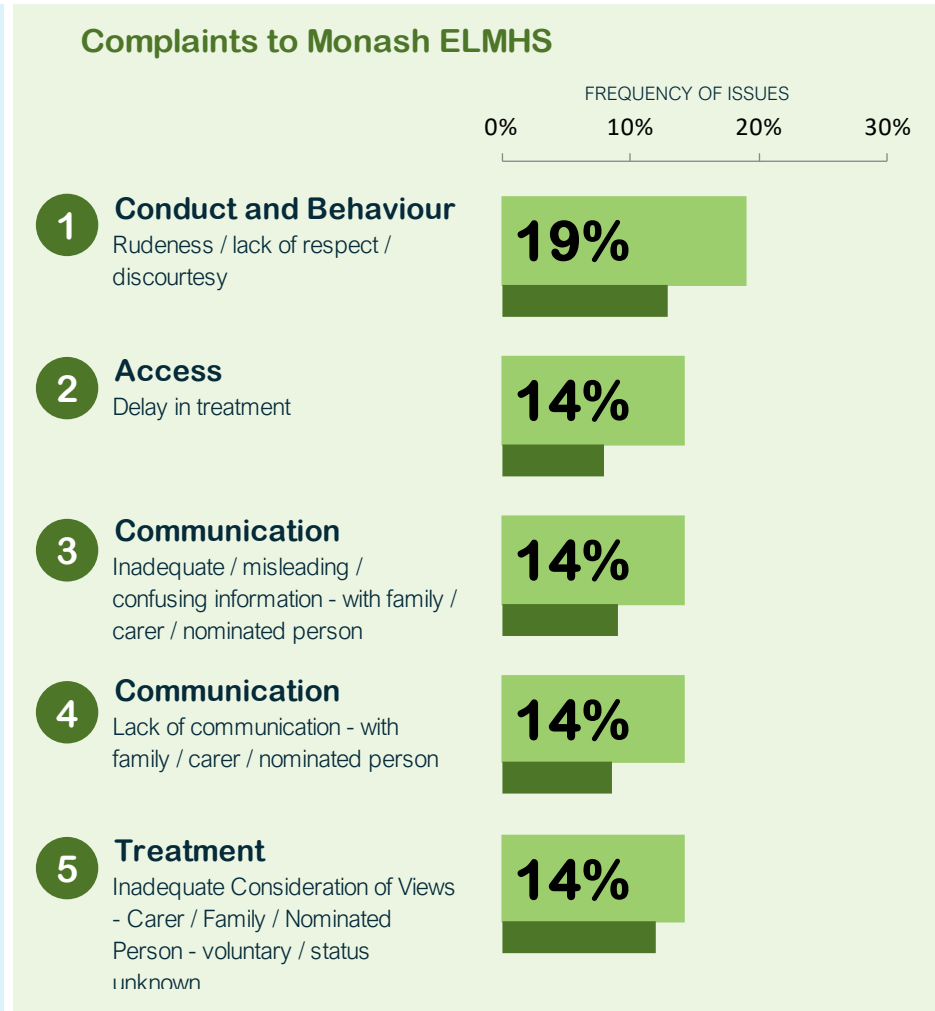
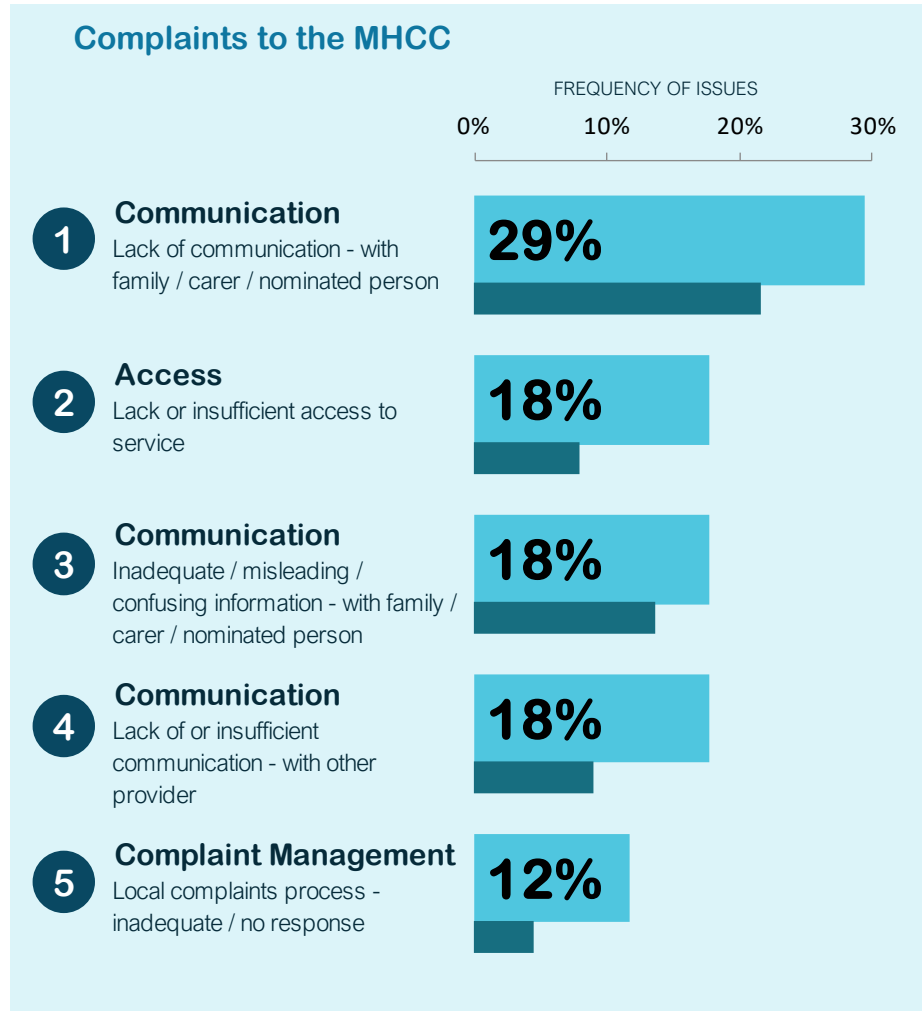
Complaints about Monash ELMHS

- to the MHCC (n=17)
- to the service (n=21)

Sector-wide complaints

- to the MHCC (n=90)
- to the service (n=207)

- Lack of communication with family/ carers and lack or insufficient access to the service were the most frequently occurring issues in complaints to the MHCC about Monash ELMHS, raised in a higher proportion than in complaints across the sector.
- In complaints made directly to Monash ELMHS, rudeness / lack of respect / discourtesy was the most frequently occurring issue, raised in a higher proportion when compared to the sector.



# Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Monash ELMHS

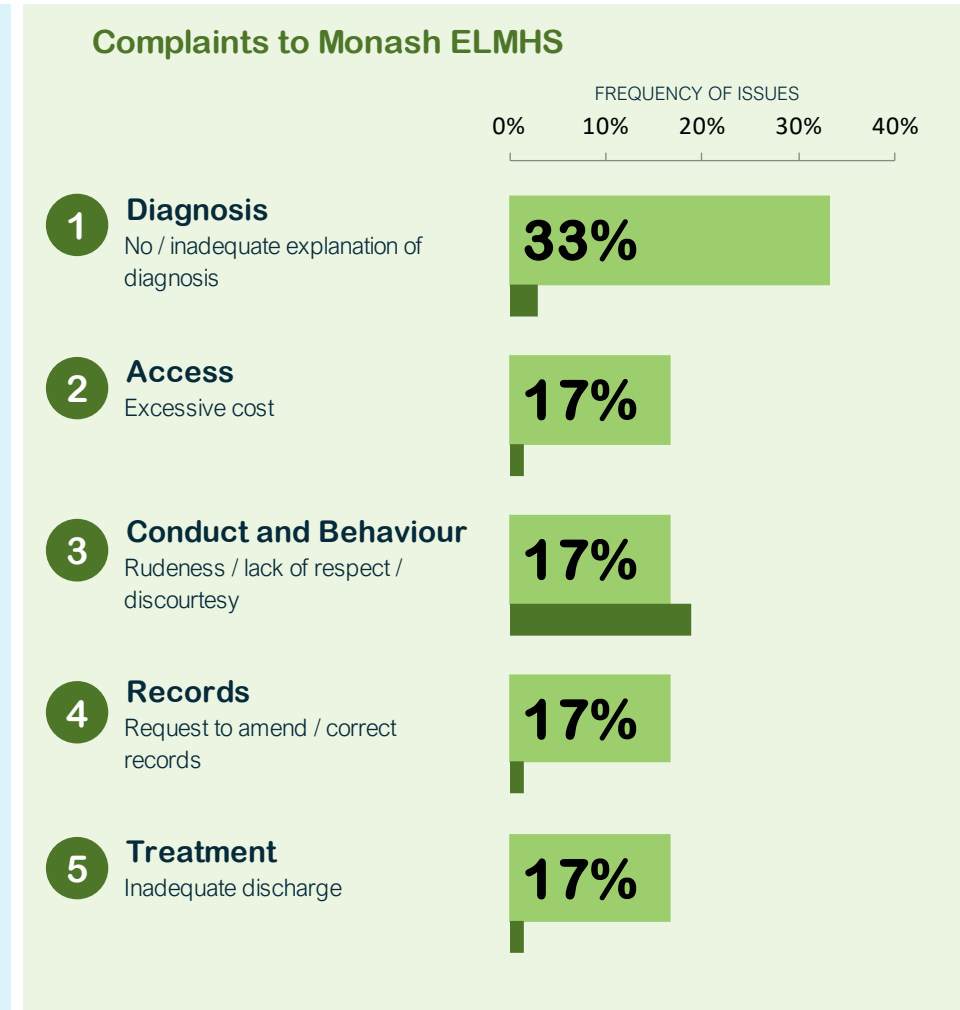
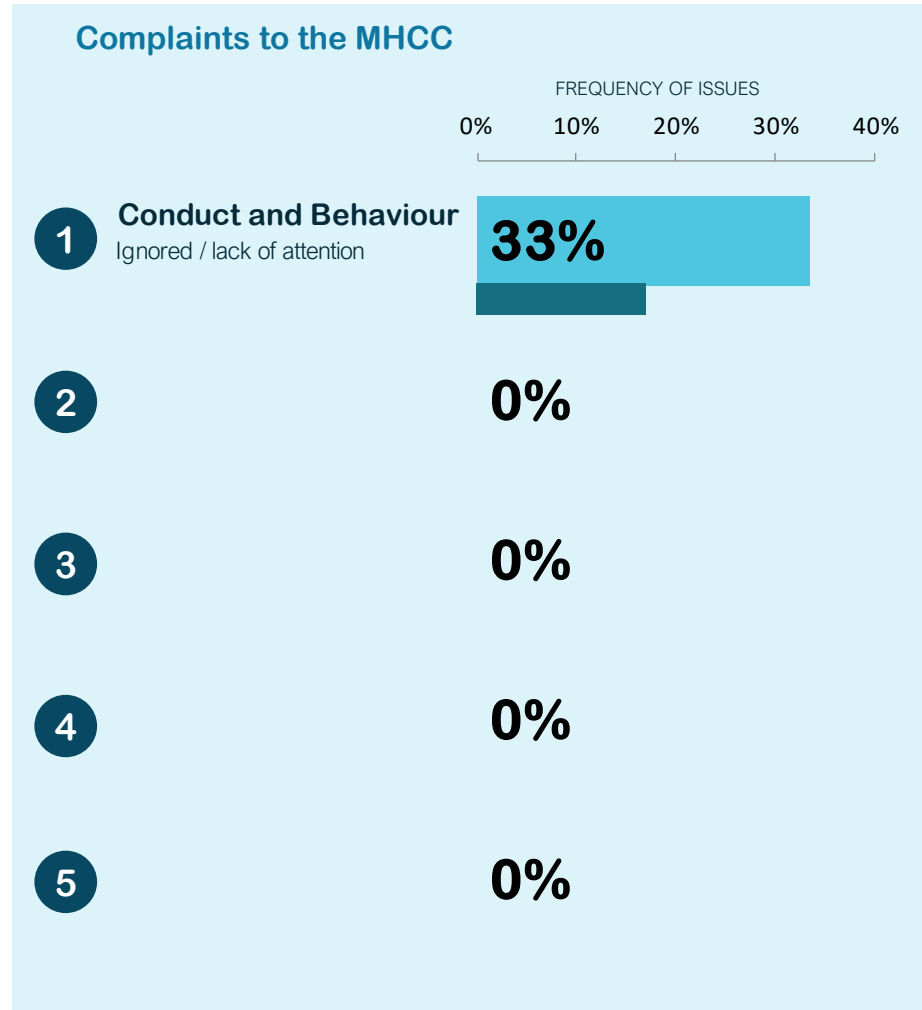
## Complaints about Monash ELMHS

- to the MHCC (n=3)
- to the service (n=6)

## Sector-wide complaints

- to the MHCC (n=18)
- to the service (n=71)

- Due to the small number of complaints made by consumers to the MHCC about Monash ELMHS, only issues about consumers feeling ignored or lack of staff attention can be reported, raised in higher proportions than complaints made across the sector.
- The most frequently raised issue by consumers in complaints directly to Monash ELMHS was no/ inadequate explanation of diagnosis, raised in significantly higher proportion of complaints when compared to the sector.



# Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Monash ELMHS

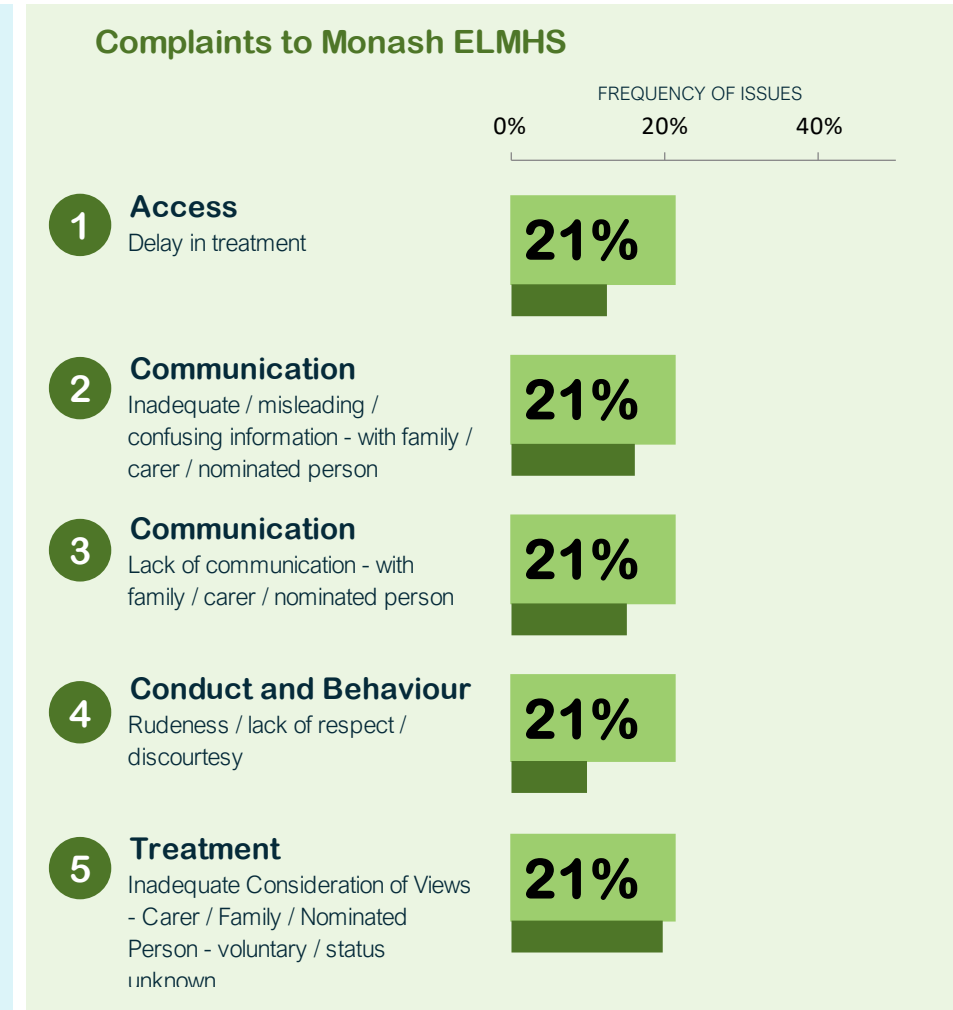
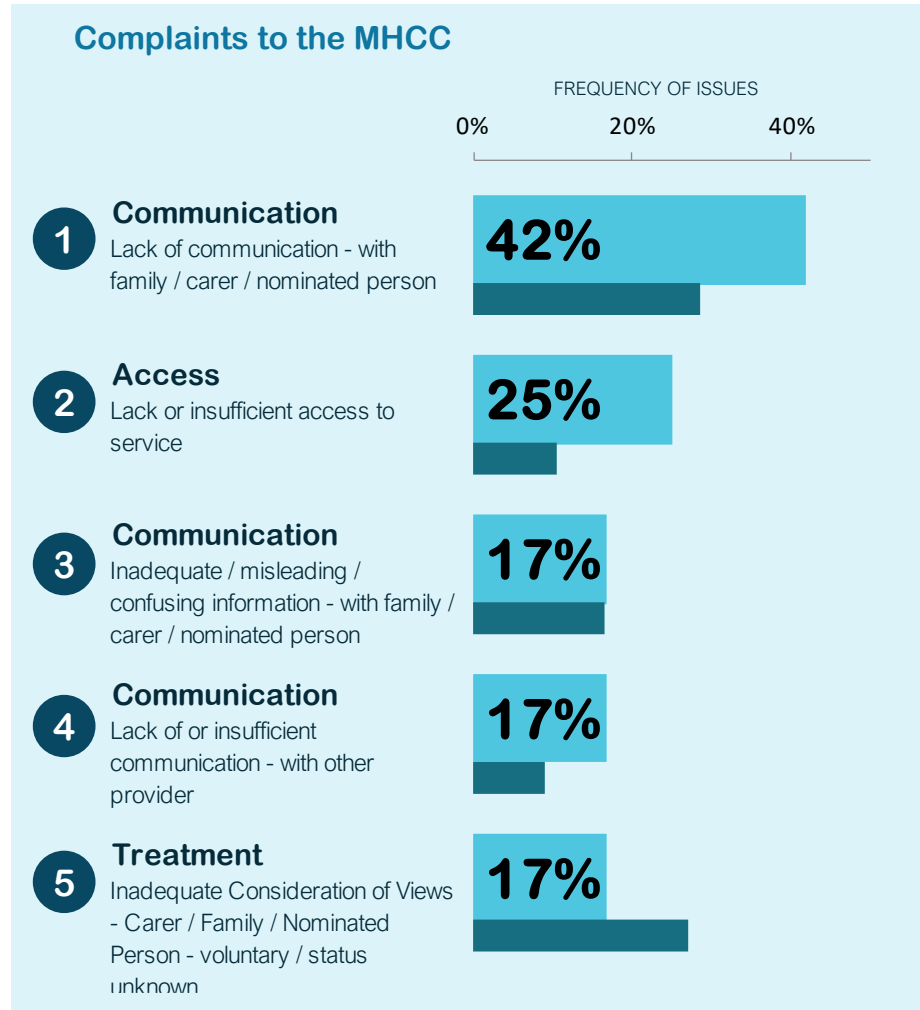
- Lack of communication with family/ carer and lack or insufficient access to service were the most frequently raised issues by carers to the MHCC about Monash ELMHS, raised in higher proportions than in sector-wide complaints.
- In complaints made by carers directly to Monash ELMHS, issues about delay in treatment, lack of/inadequate communication with family/ carer, rudeness/ lack of respect/ discourtesy and inadequate consideration to the views of family/ carer were equally raised broadly consistent with the sector.

## Complaints about Monash ELMHS

- to the MHCC (n=12)
- to the service (n=14)

## Sector-wide complaints

- to the MHCC (n=68)
- to the service (n=116)



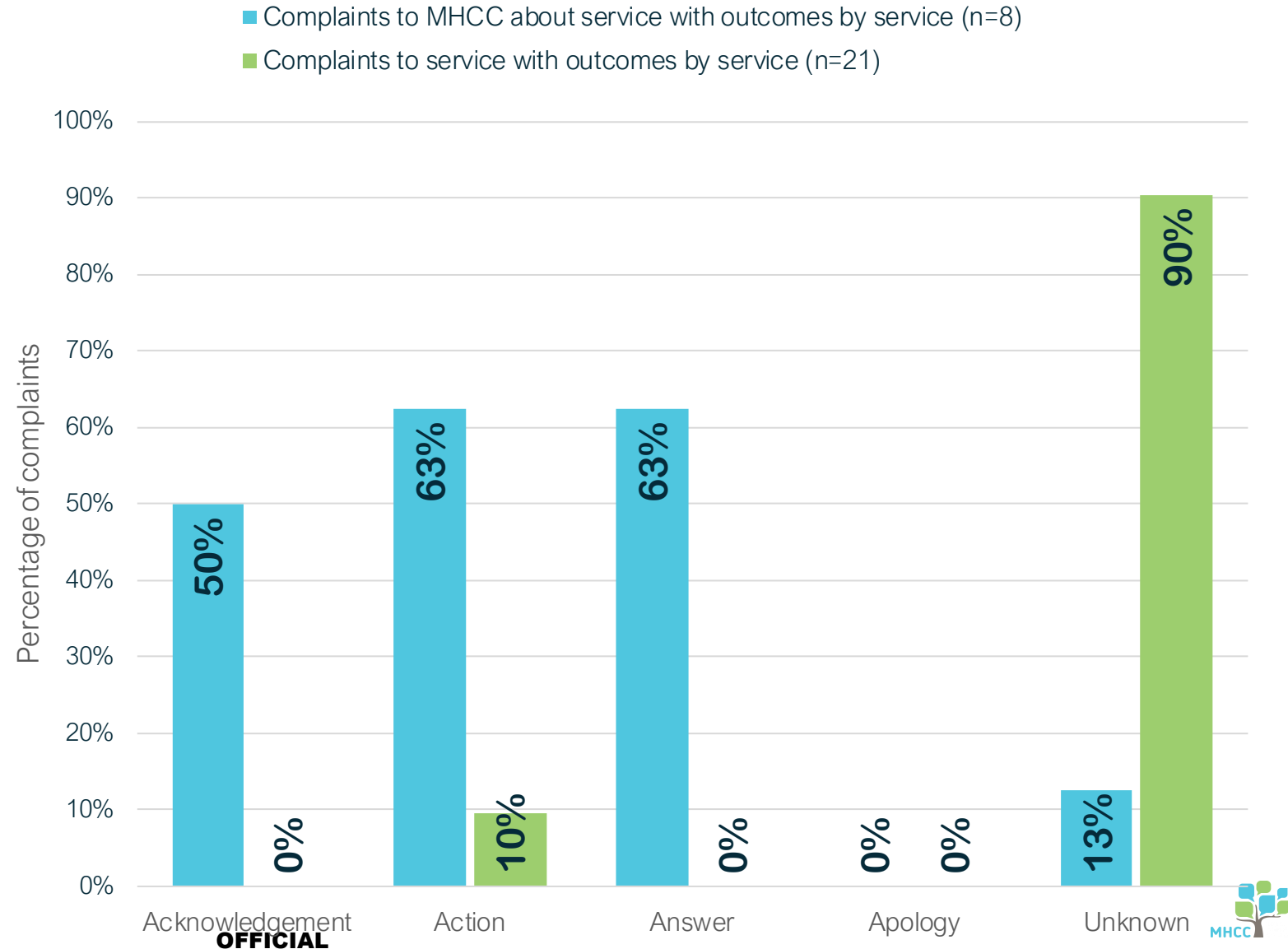


# Outcomes of complaints

# What were the outcomes of complaints? 2020-21

## 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 outcomes of these complaints were action taken by Monash ELMHS and answers provided in response to the issues raised by the complainant, followed closely by acknowledgement of the concerns raised.
- Most outcomes of complaints made directly to Monash ELMHS were unknown. The MHCC encourages Monash ELMHS to record more outcomes of complaints made directly to the service.

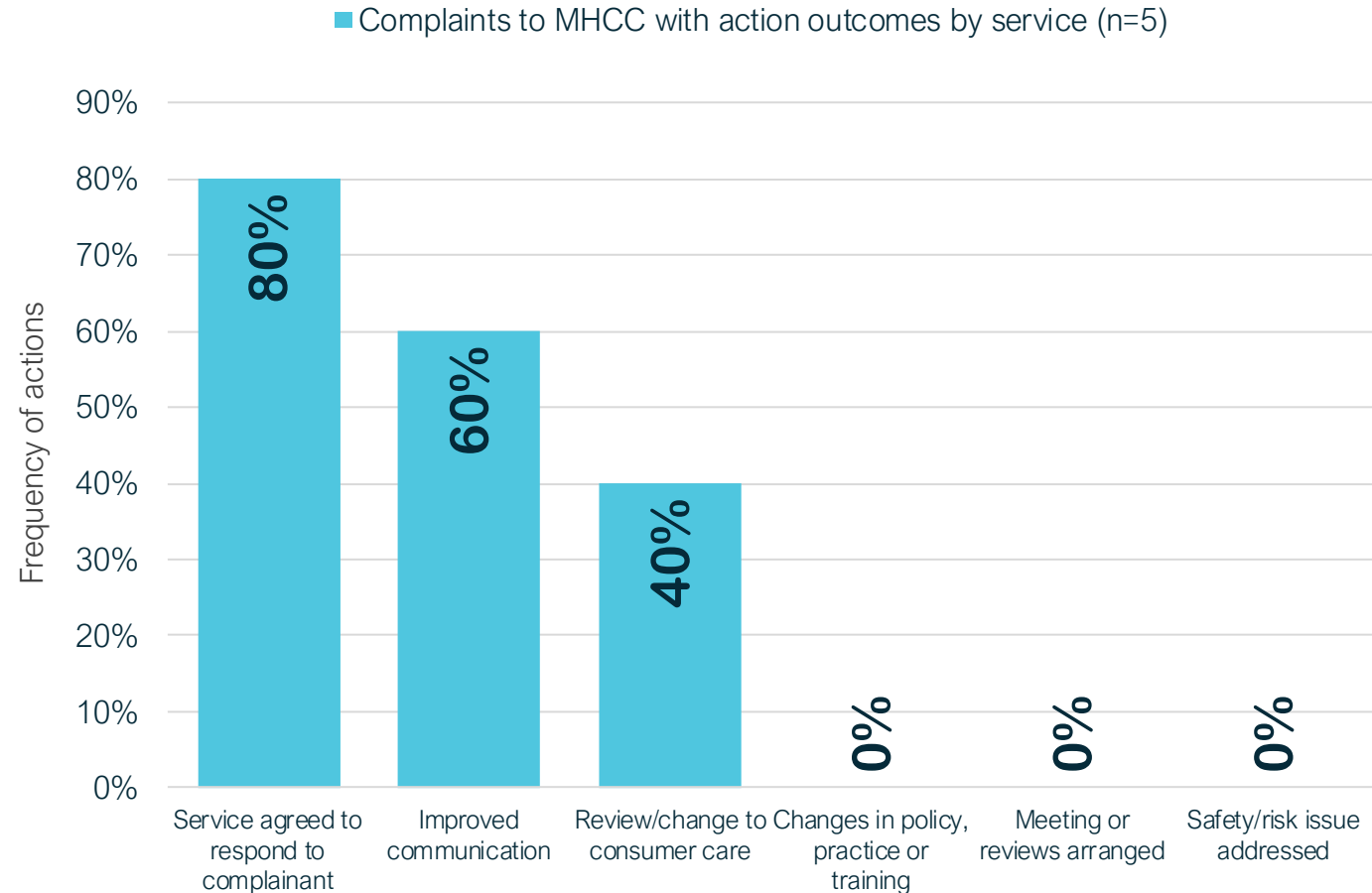




# What actions were taken by the service? 2020-21

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

- Actions most frequently undertaken by Monash ELMHS 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

- Overall, more complaints were made to Monash ELMHS directly than to the MHCC. The MHCC is happy 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.
- Family members and carers made the majority of complaints to the MHCC about Monash ELMHS and to Monash ELMHS directly.



## Issues raised

- Lack of communication with family/ carers and lack or insufficient access to the service were the most frequently occurring issues in complaints to the MHCC about Monash ELMHS, raised in a higher proportion than in complaints across the sector.
- In complaints made directly to Monash ELMHS, rudeness / lack of respect / discourtesy was the most frequently occurring issue, raised in a higher proportion when compared to the sector.



## Outcomes

- The most common outcomes of complaints made to the MHCC about Monash ELMHS were action taken by Monash ELMHS and answers provided in response to the issues raised by the complainant, followed closely by acknowledgement of the concerns raised.
- Most outcomes of complaints made directly to Monash ELMHS were unknown. The MHCC encourages Monash ELMHS to record more outcomes of complaints made directly to the service.