

# Summary of service provider complaint report

## Melbourne Health

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

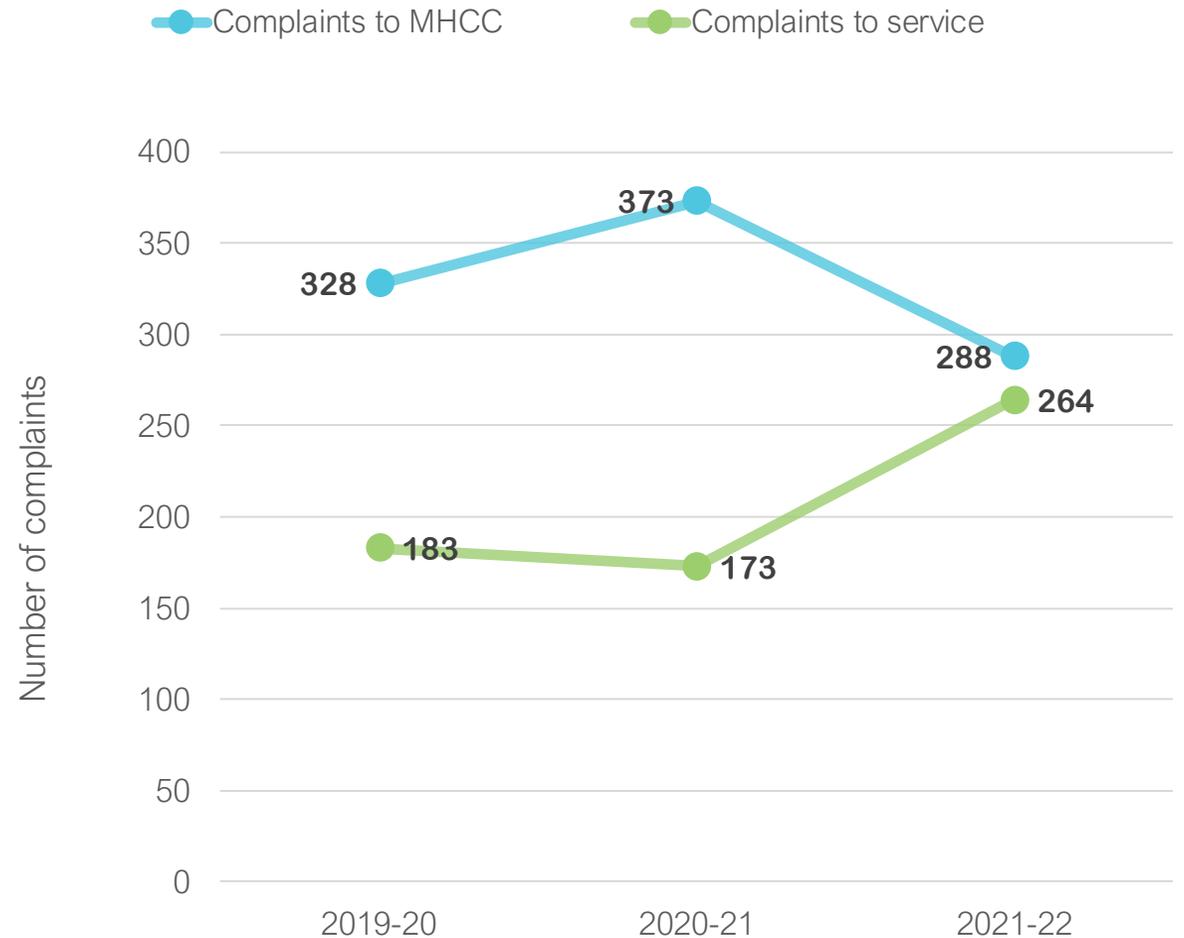
288

Complaints to MHCC  
about Melbourne Health

264

Complaints to  
Melbourne Health

- In 2021-22, the number of complaints made to the MHCC about Melbourne Health decreased compared to the previous year, whereas the number of complaints made directly to the service increased.
- Overall, the number of complaints made to the MHCC about Melbourne Health was only slightly higher than to the number of complaints made directly to Melbourne Health.
- The number of complaints made directly to the service has increased significantly since 2019-20. While the number of complaints made to the MHCC about Melbourne Health has decreased since 2019-20 after having increased in 2020-21.



# 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
- Complaints to the MHCC about Melbourne Health, complaints directly to Melbourne Health and compliments directly to the service were all made at a higher rate than the sector-wide median rates of complaints and compliments.

Complaints about Melbourne Health

● to the MHCC (n=288)

● to the service (n=264)

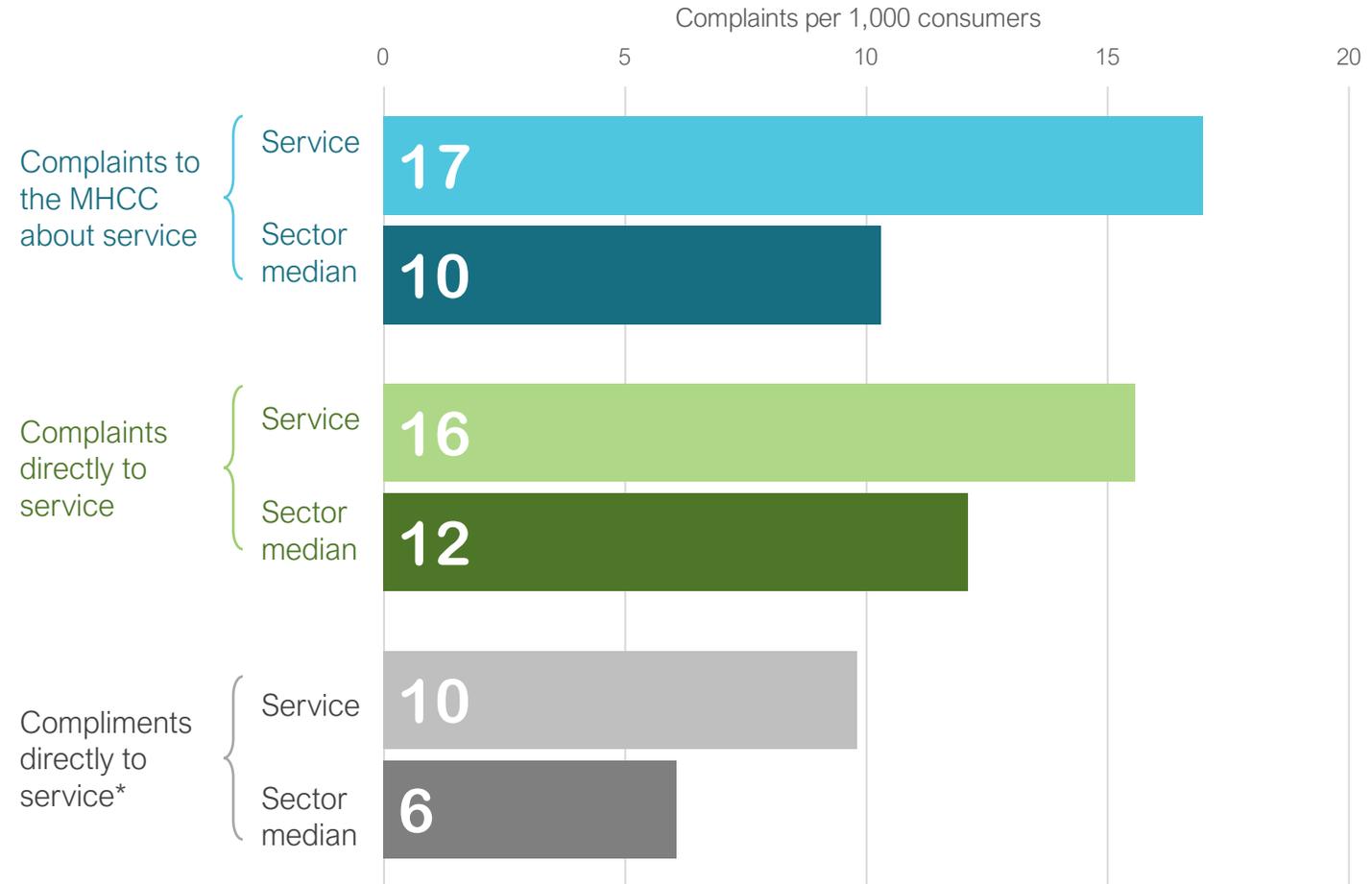
● Compliments to Melbourne Health (n=166)

Sector-wide complaints

● to the MHCC (n=1282)

● to the service (n=1582)

● Compliments to services sector-wide (n=891)

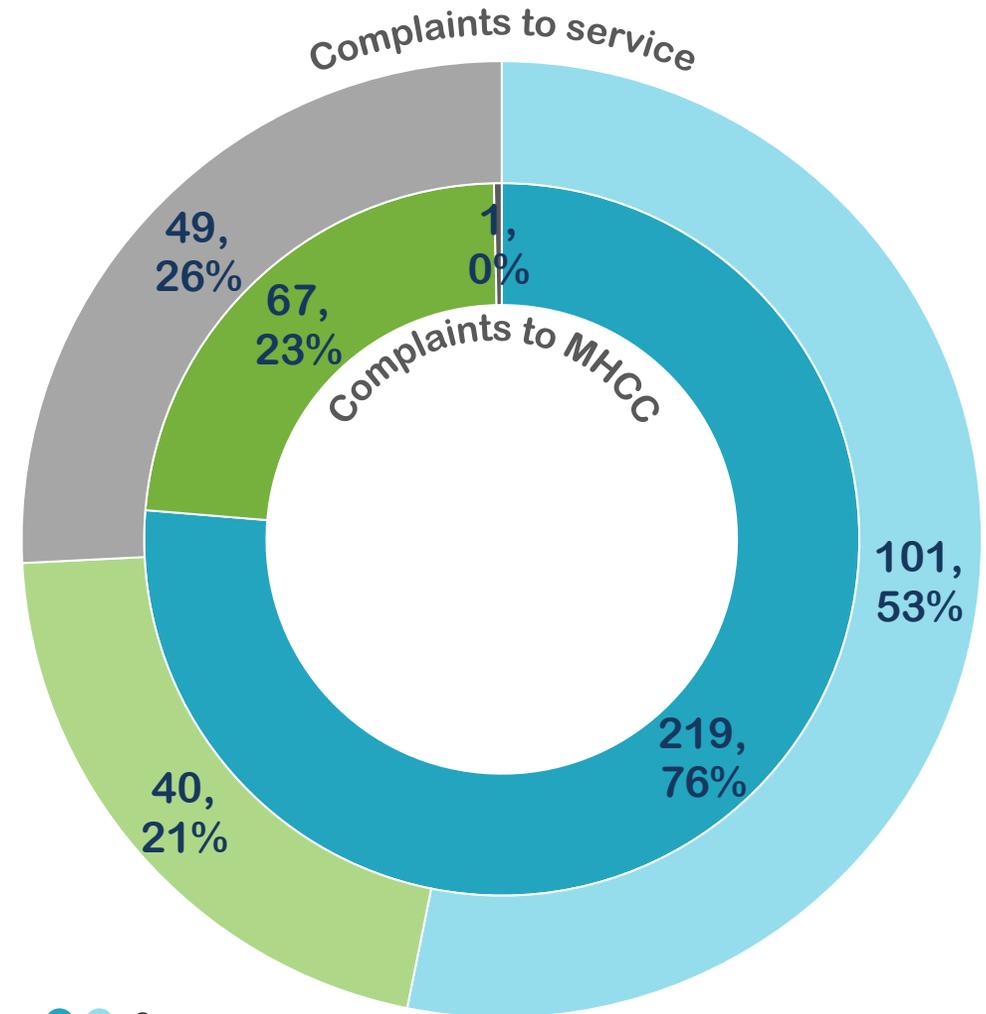


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2021-22

Complaints raised about Melbourne Health

- Three quarters of complaints made to the MHCC about Melbourne Health were made by consumers, and just over half of complaints made directly to the service were made by consumers.
- In contrast, around a quarter of complaints made to the MHCC about Melbourne Health were made by family members / carers, and around one fifth of complaints made directly to the service were made by family members / carers.
- Friends, supporters, advocates, and/or staff made just over a quarter of complaints to the service directly.



- Consumer
- Family member/carer
- Other

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



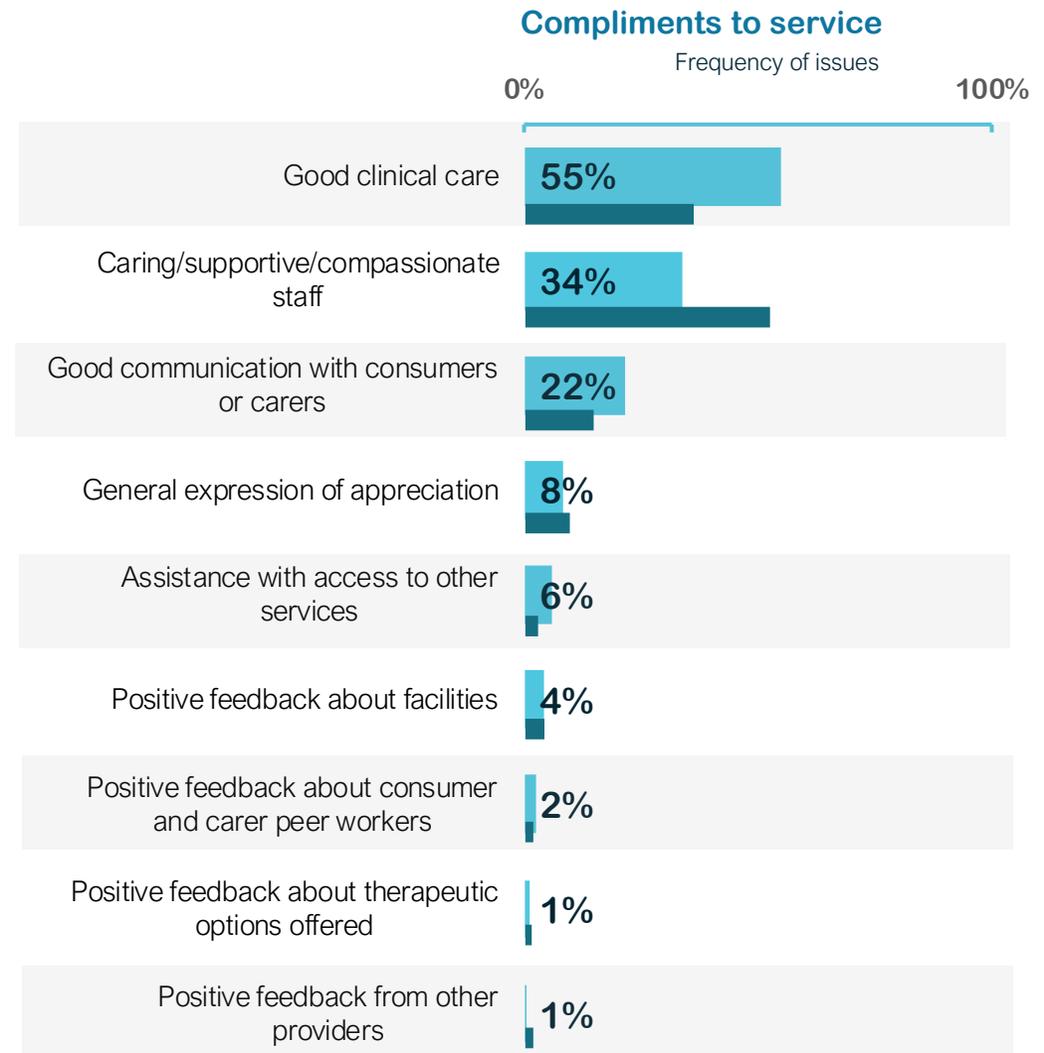
# Issues raised in complaints and compliments

# What were compliments about? 2021-22

● Compliments to Melbourne Health (n=166)
 ● Compliments to services sector-wide (n=891)

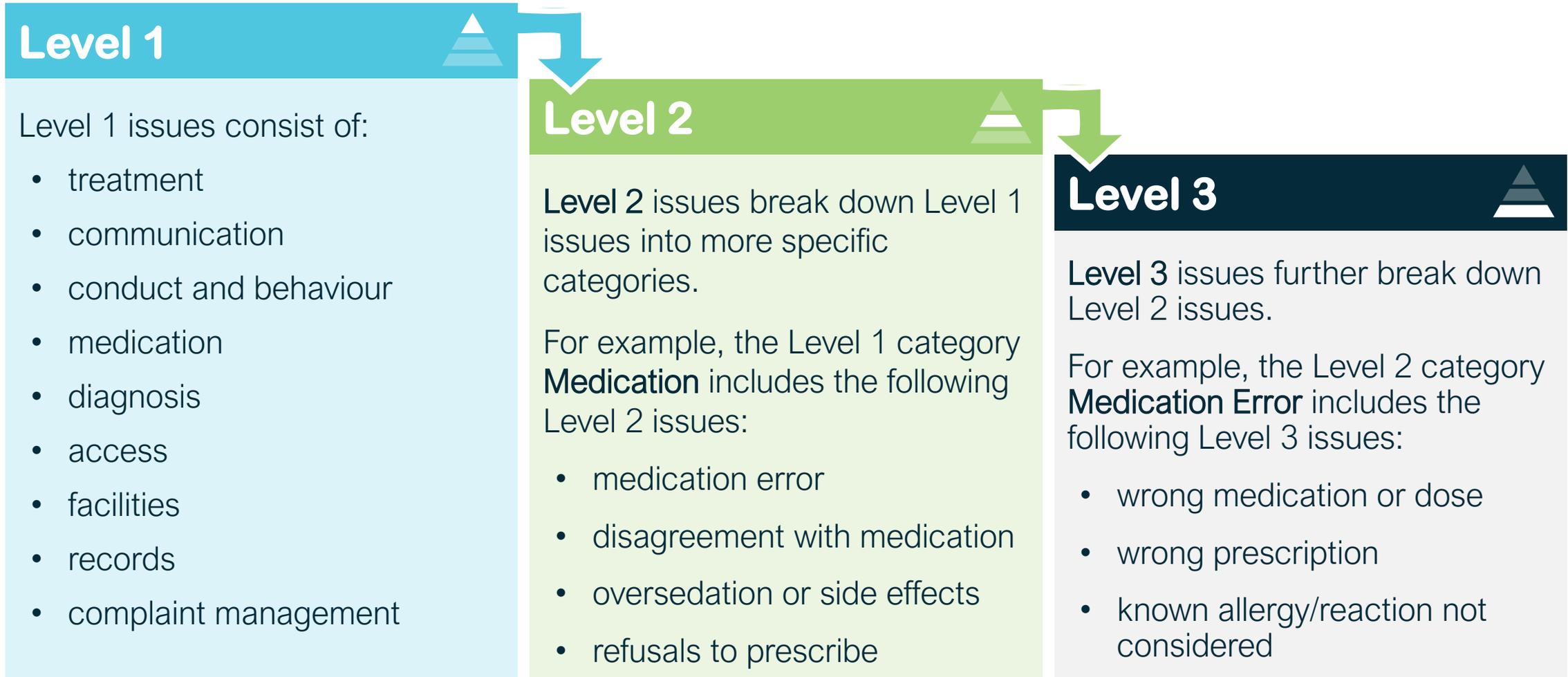
Themes raised in compliments to Melbourne Health

- Over half the compliments made to Melbourne Health were positive feedback about good clinical care, which was recorded at a higher proportion than compliments made across the sector.
- A third of compliments made to Melbourne Health were about caring / supportive / compassionate staff, and just under a quarter were about good communication with consumers or carers.
- A considerable level of detail was provided by Melbourne Health 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 Melbourne Health

Complaints about Melbourne Health

to the MHCC (n=288)

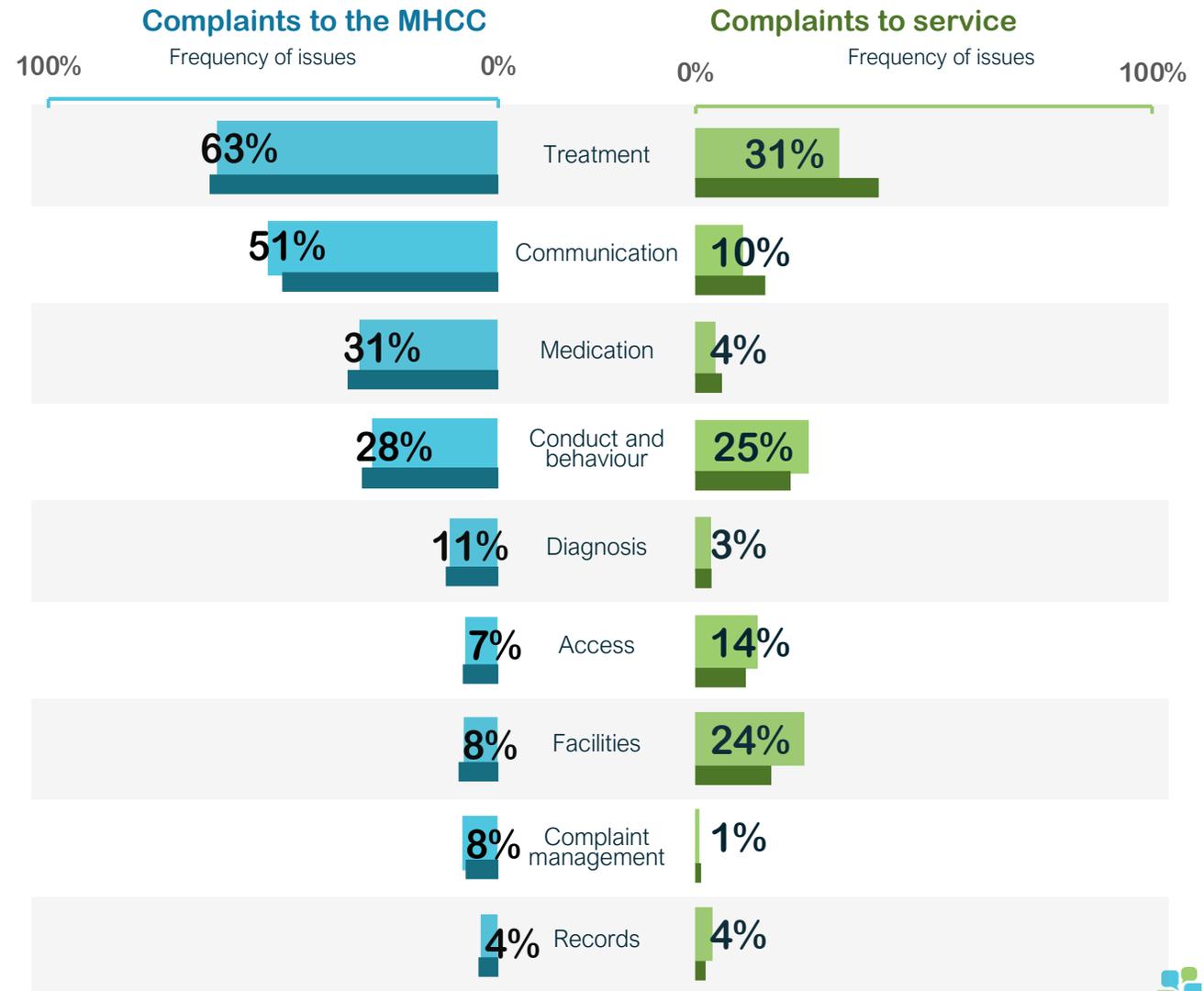
to the service (n=264)

Sector-wide complaints

to the MHCC (n=1282)

to the service (n=1582)

- Issues raised in complaints made to the MHCC about Melbourne Health were raised in largely consistent with complaints made to the MHCC for the sector with Treatment, Communication, Medication, and Conduct and behaviour being the most frequently raised issues.
- The most frequently occurring issues raised in complaints made directly to Melbourne Health were about Treatment, Conduct and behaviour, and Facilities. Treatment issues were raised in a lower proportion of complaints when compared to the sector, while issues regarding Conduct and behaviour and Facilities were raised in a slightly higher proportion.



# What were complaints about? 2021-22

Most frequent Level 3 issues raised about Melbourne Health

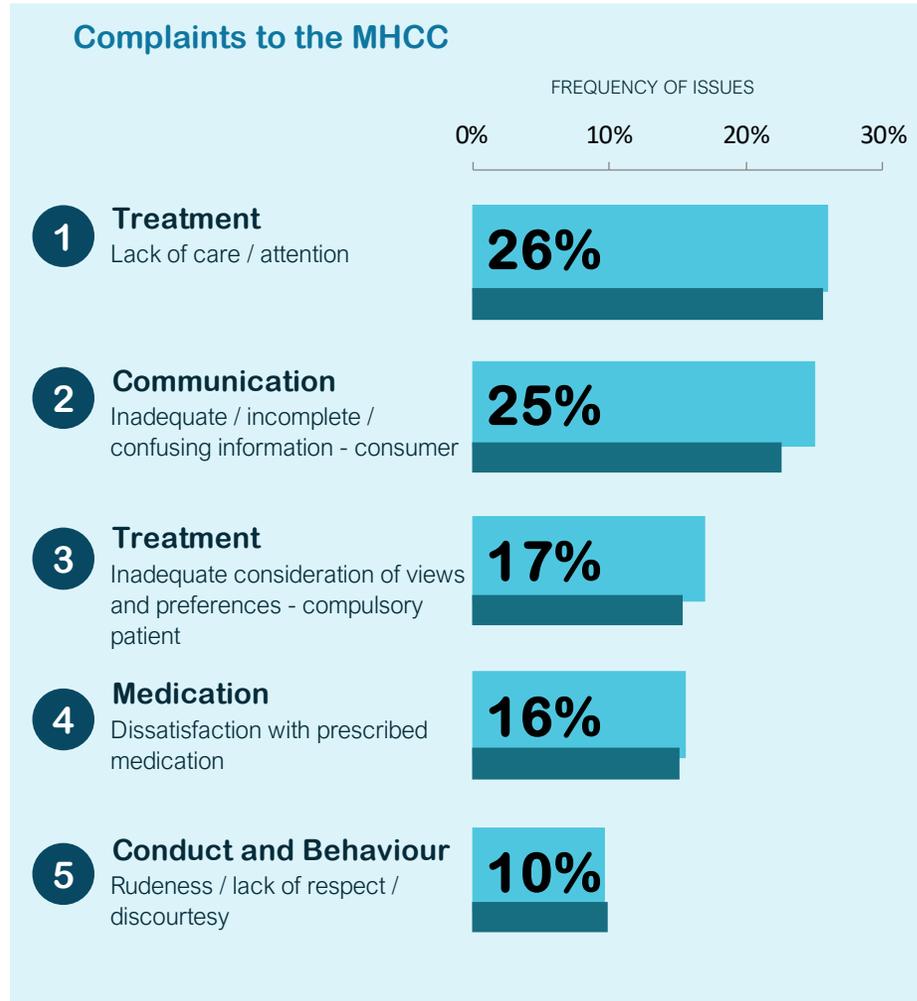
Complaints about Melbourne Health

- to the MHCC (n=288)
- to the service (n=264)

Sector-wide complaints

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

- Lack of care or attention, inadequate, incomplete, or confusing information provided to consumers, and inadequate consideration of views and preferences of compulsory patients were the most commonly occurring issues in complaints made to the MHCC about Melbourne Health.
- Rudeness, lack of respect, and/or discourtesy, and damaged or lost property were the most commonly occurring issues in complaints raised directly to Melbourne Health.



# Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Melbourne Health

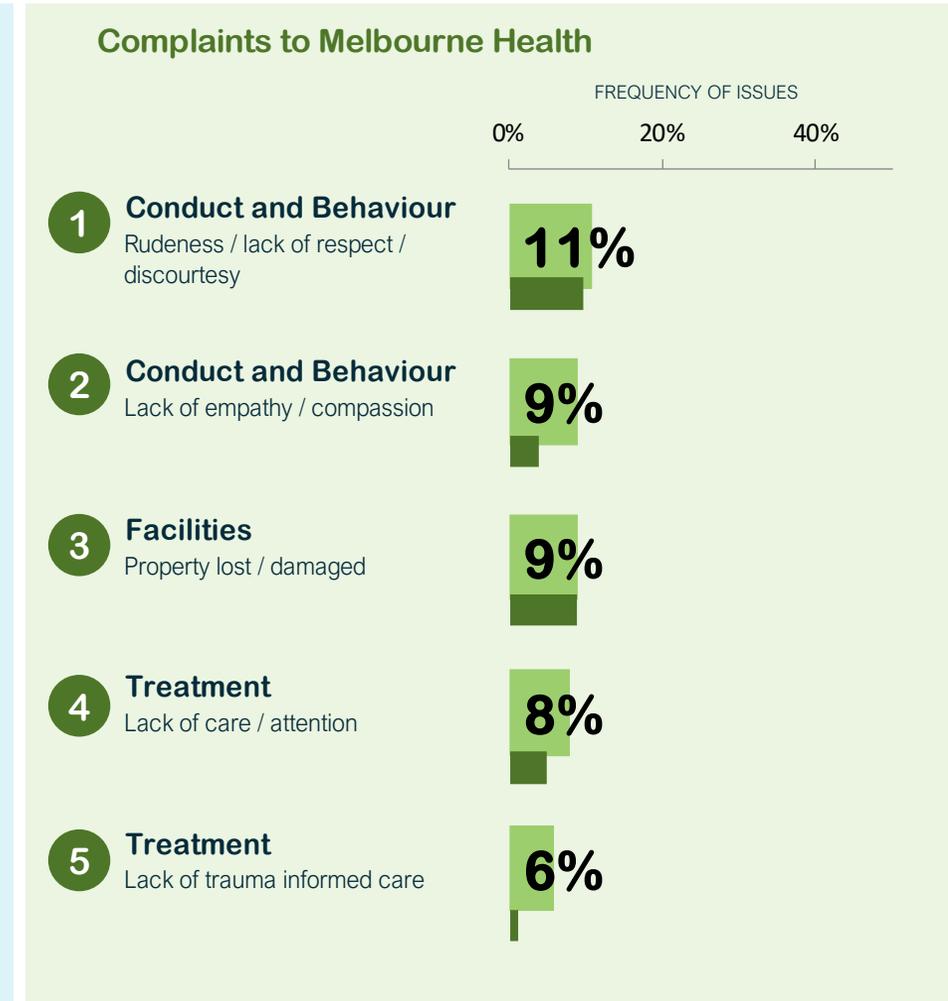
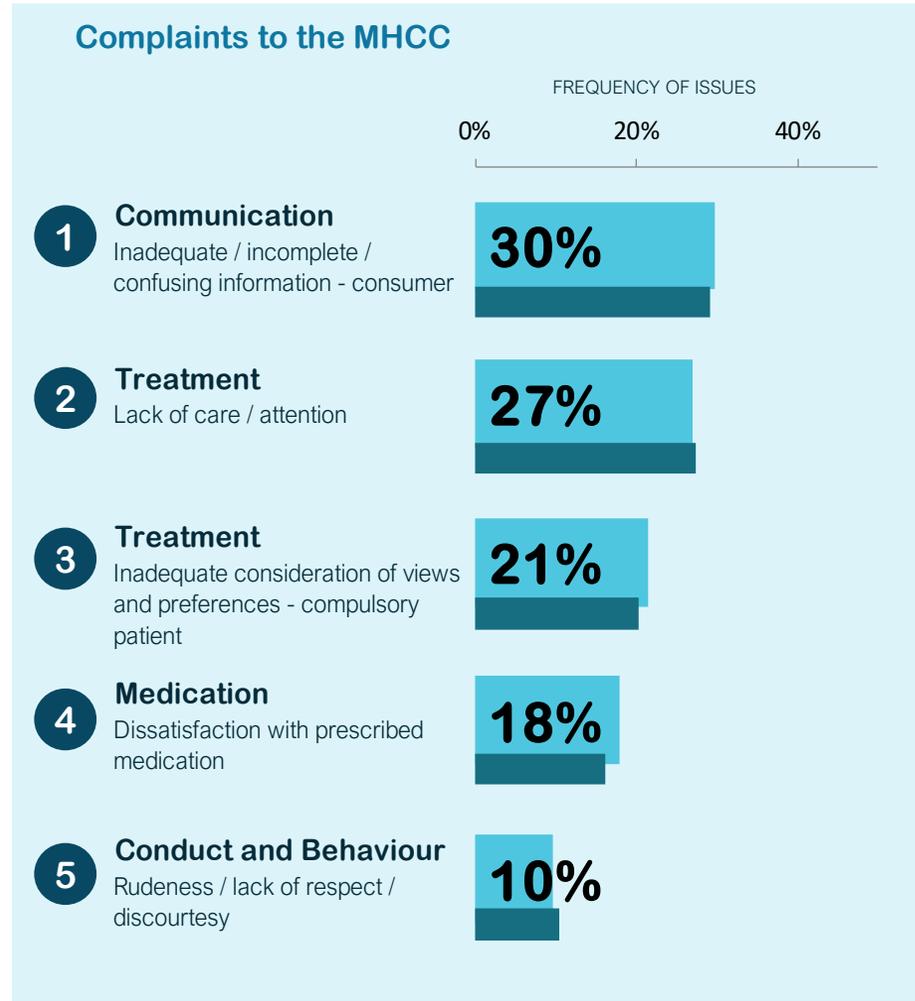
Complaints about Melbourne Health

- to the MHCC (n=219)
- to the service (n=101)

Sector-wide complaints

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

- In complaints made by consumers to the MHCC about Melbourne Health the most common issues raised were related to inadequate, incomplete, or confusing information provided to them, lack of care or attention, and inadequate consideration of the views and preferences of compulsory patients. These issues were raised in similar proportions compared to complaints across the sector.
- The most frequently occurring issue in complaints made by consumers directly to Melbourne Health was rudeness, lack of respect, or discourtesy, which was raised in a similar proportion to complaints sector-wide.



# Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Melbourne Health

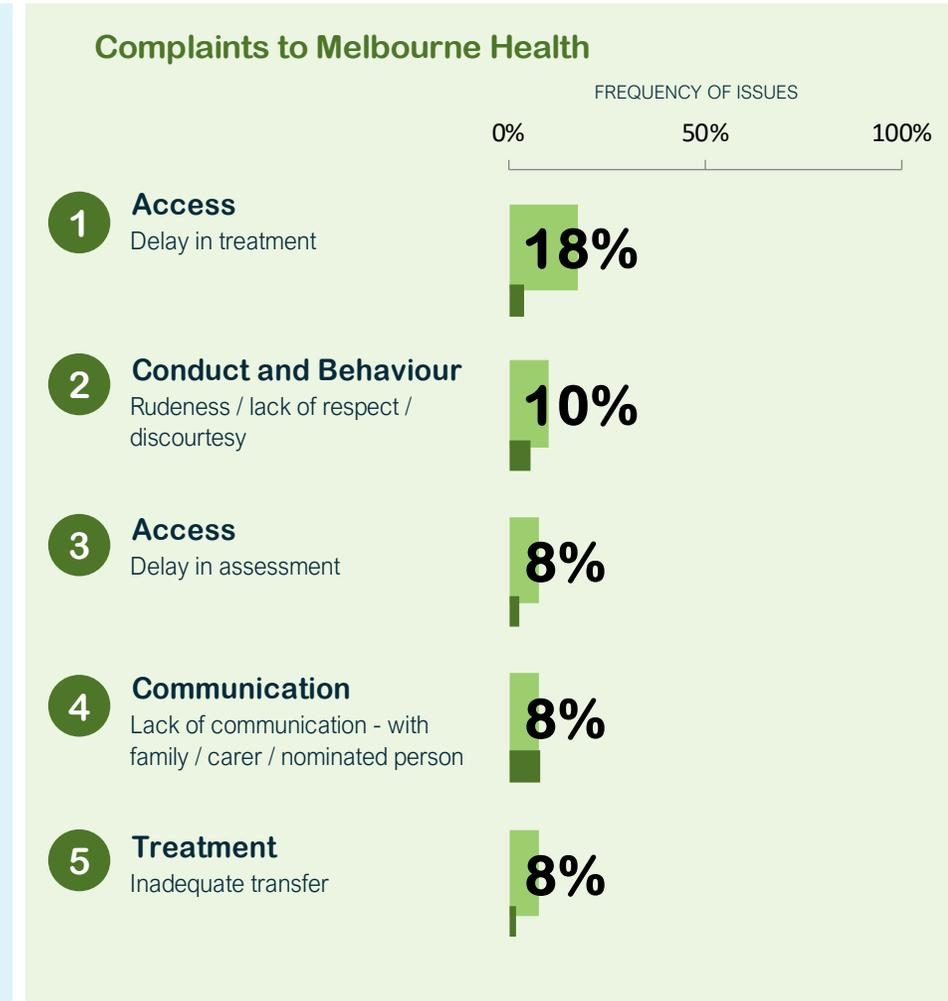
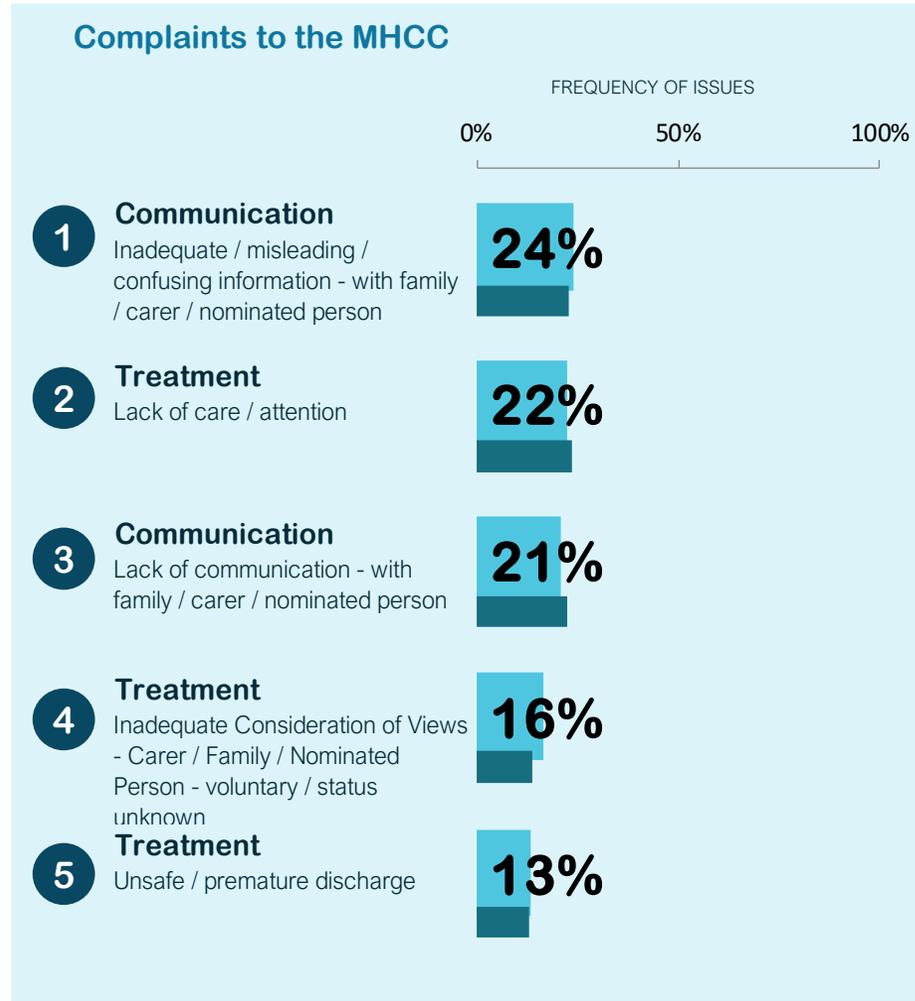
Complaints about Melbourne Health

- to the MHCC (n=67)
- to the service (n=40)

Sector-wide complaints

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

- The most commonly raised issues in complaints made by carers/ family members to the MHCC about Melbourne Health were inadequate, misleading, or confusing information provided to them, lack of care or attention, and lack of communication with them. These issues were raised in a similar proportion of complaints than those recorded across the sector.
- The most frequently occurring issue in complaints made directly to the service by family members / carers was delay in treatment, which was raised in a higher proportion when compared to the sector.



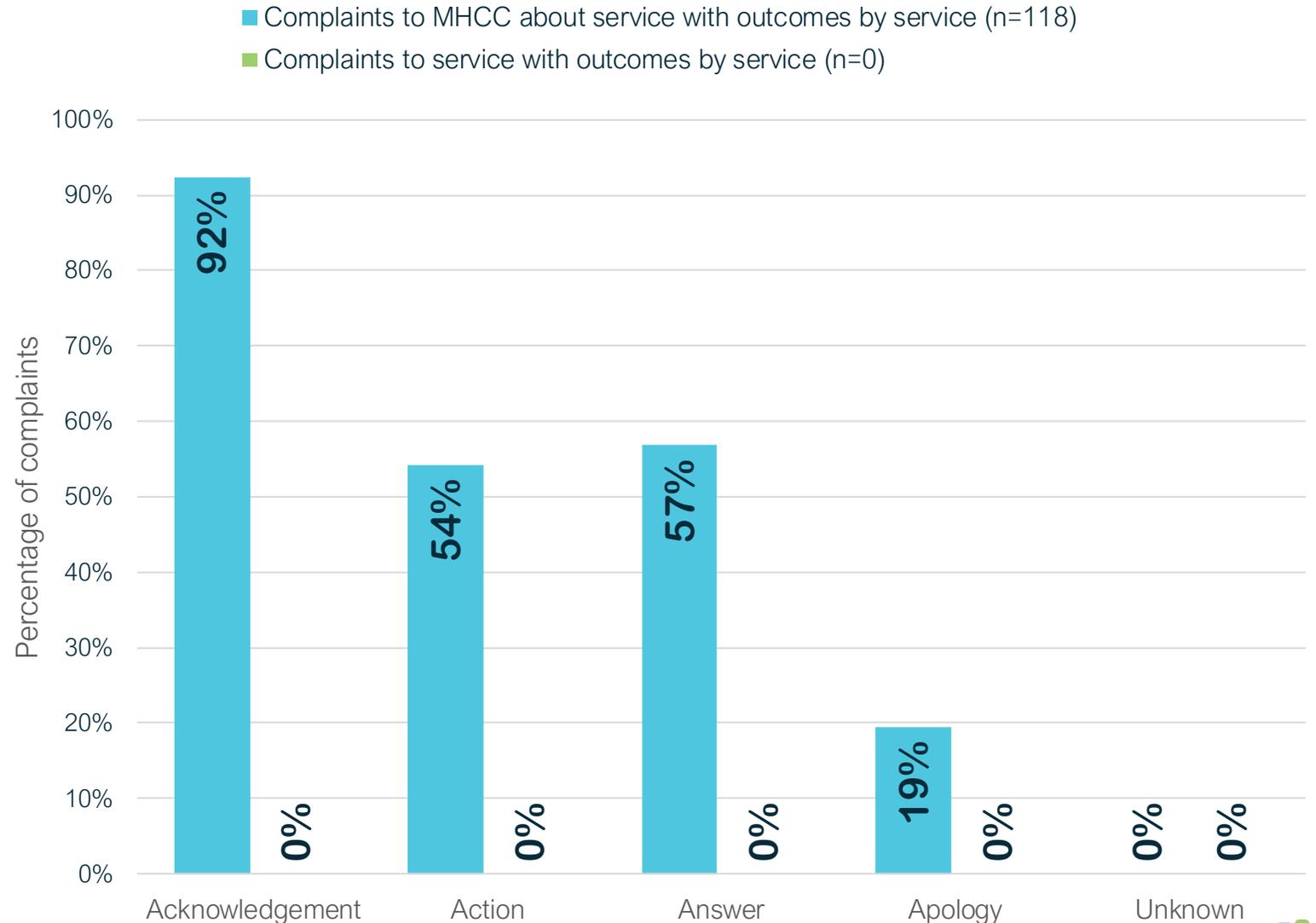


# Outcomes of complaints

# What were the outcomes of complaints? 2021-22

## Closed complaints about Melbourne Health

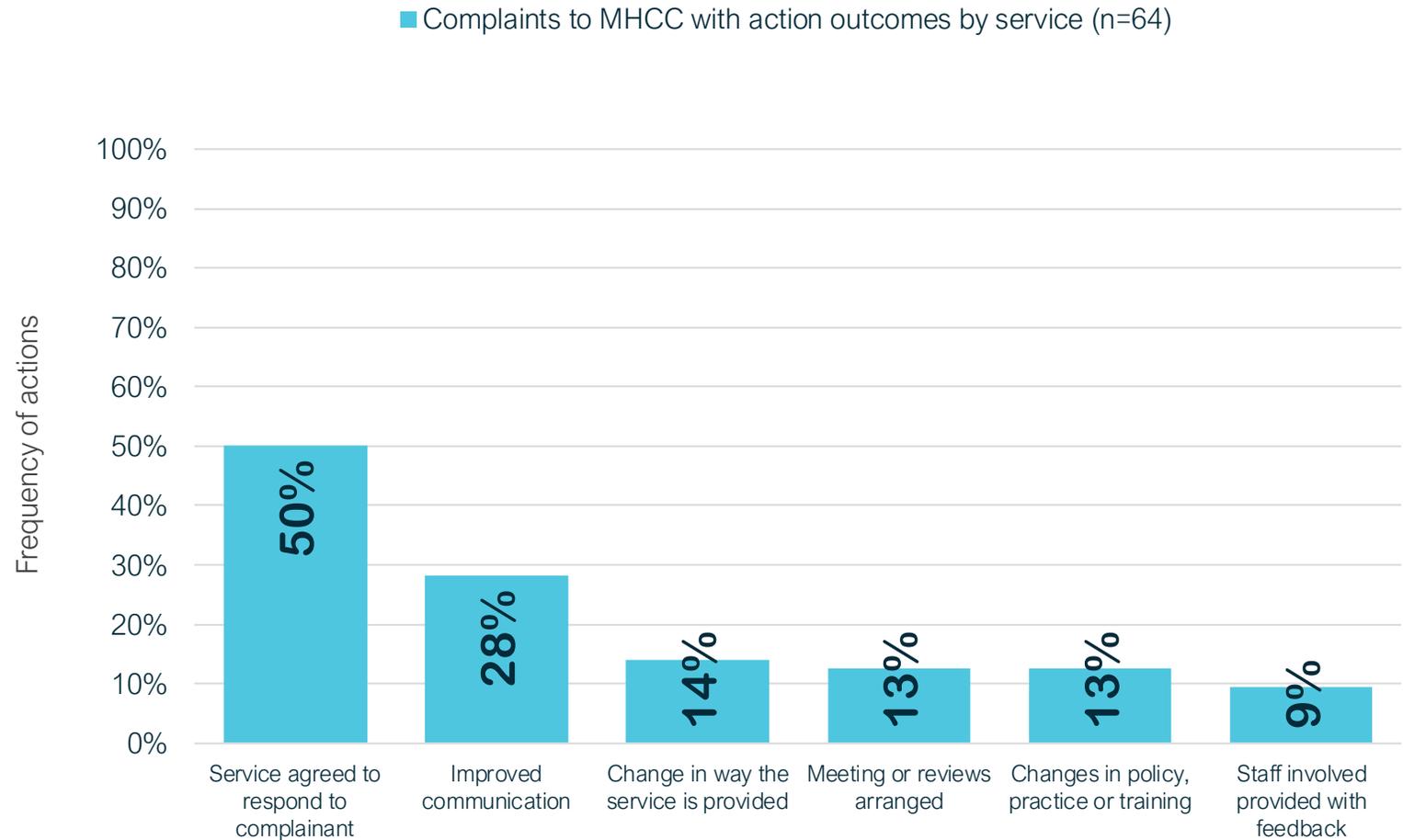
- Outcomes of complaints are framed in terms of the '4 A's' model of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Melbourne Health that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcomes by Melbourne Health for these complaints were acknowledgement of concerns raised, followed by providing answer(s) for concerns raised, and taking action in response to the complaints.
- Melbourne Health did not report on outcomes of complaints made directly to the service for this reporting period.



# 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 Melbourne Health in response to complaints to the MHCC included:
  - responding to the complainant or consumer directly
  - improving communication
  - changing the way services are provided.



# Key points to consider



## Complaint numbers

- In 2021-2022, the number of complaints made to the MHCC about Melbourne Health decreased compared to the previous year, whereas the number of complaints made directly to the service increased.
- Overall, the number of complaints made to the MHCC about Melbourne Health was slightly higher than to the number of complaints made directly to Melbourne Health.



## Issues raised

- Lack of care or attention, inadequate, incomplete, or confusing information for consumers, and inadequate consideration of the views and preferences of compulsory patients were the most commonly occurring issues in complaints made to the MHCC about Melbourne Health.
- Rudeness, lack of respect, and/or discourtesy, and damaged or lost property were the most commonly occurring issues in complaints raised directly to Melbourne Health, consistent with proportions reported across the sector.



## Outcomes

- The most common outcomes by Melbourne Health for complaints made to the MHCC about their service were acknowledgement of concerns raised, followed by providing an answer for concerns raised, and taking an action in response to complaints.
- Responding to the complainant or consumer directly was the action most frequently undertaken by Melbourne Health in response to complaints to the MHCC.