

Summary of service provider complaint report

Dandenong 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:



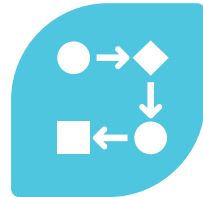
identify key themes and emerging issues across the sector



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

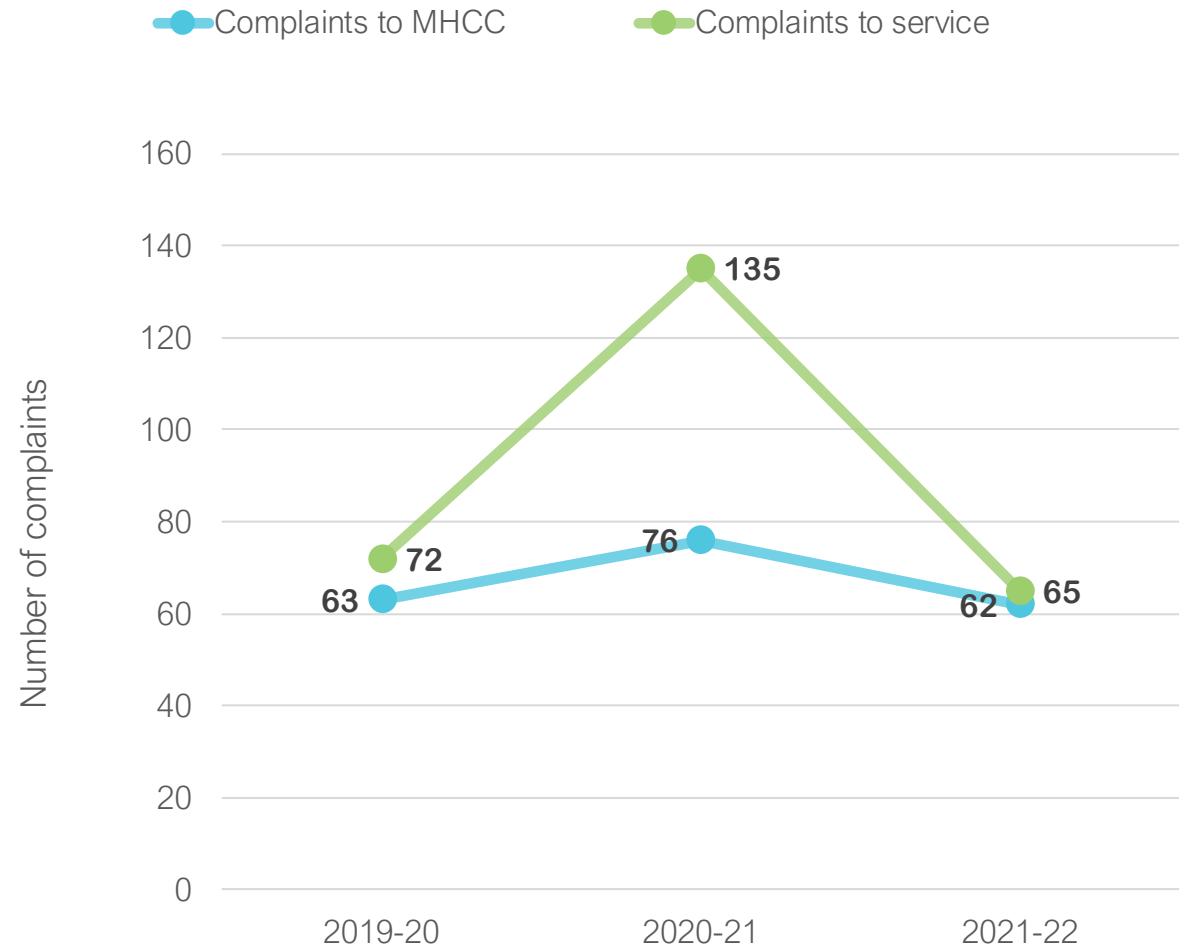
62

Complaints to MHCC
about Dandenong AMHS

65

Complaints to
Dandenong AMHS

- The number of complaints made to both the MHCC about Dandenong AMHS and Dandenong AMHS decreased in 2021-22.
- While the number of complaints made directly to Dandenong AMHS was much higher in 2020-21, it is almost the same as the number of complaints made to the service in 2019-20.
- Overall, the number of complaints made to the MHCC about Dandenong AMHS and to the service directly is similar.



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.
- Compared to the sector, the rate of complaints made both to the MHCC about Dandenong AMHS and to the service directly was higher. Similarly, the rate of compliments made to Dandenong AMHS was also higher compared to the sector.

Complaints about Dandenong AMHS

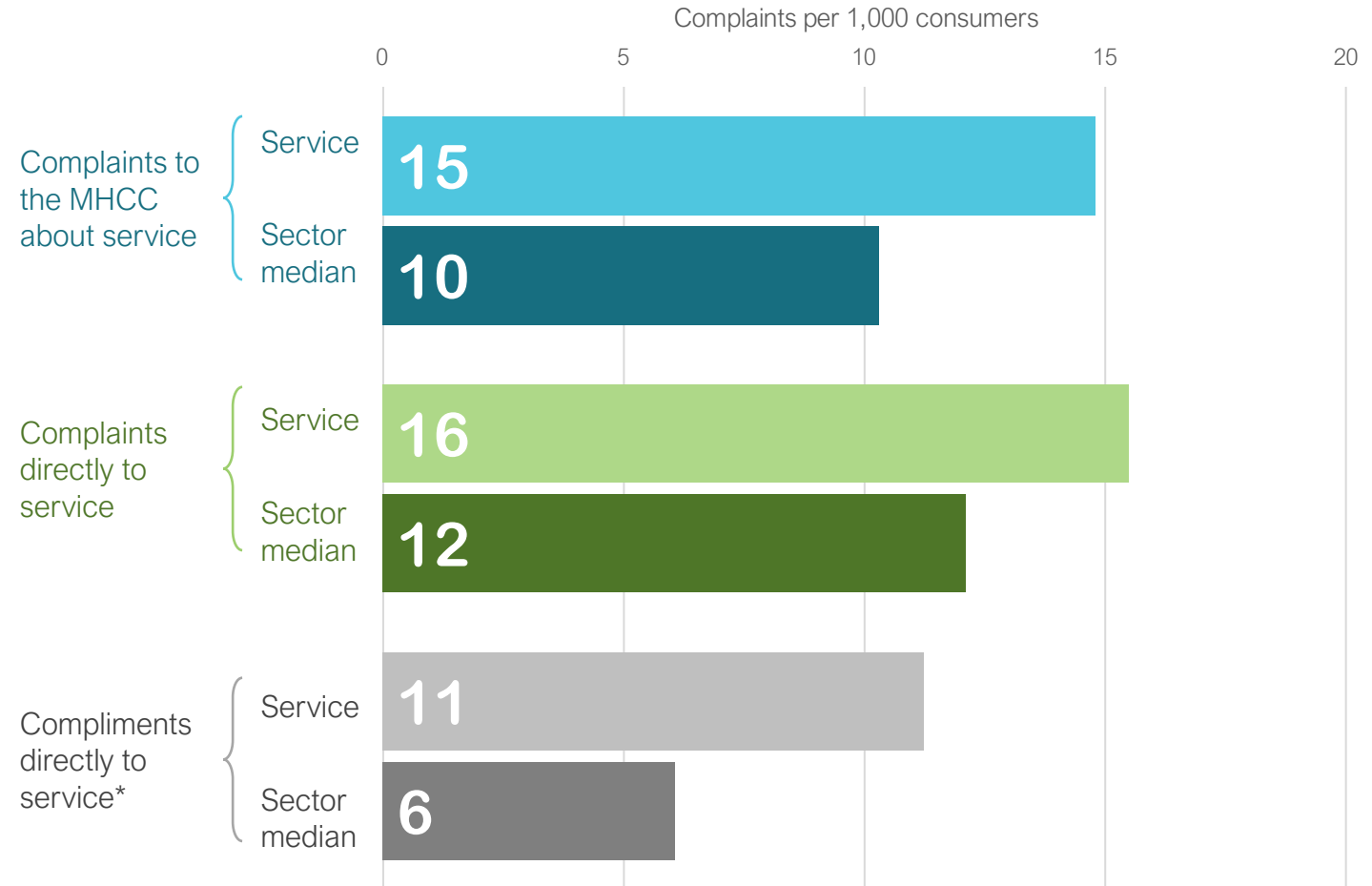
- to the MHCC (n=62)
- to the service (n=65)

Compliments to Dandenong AMHS (n=47)

Sector-wide complaints

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

Compliments to services sector-wide (n=891)

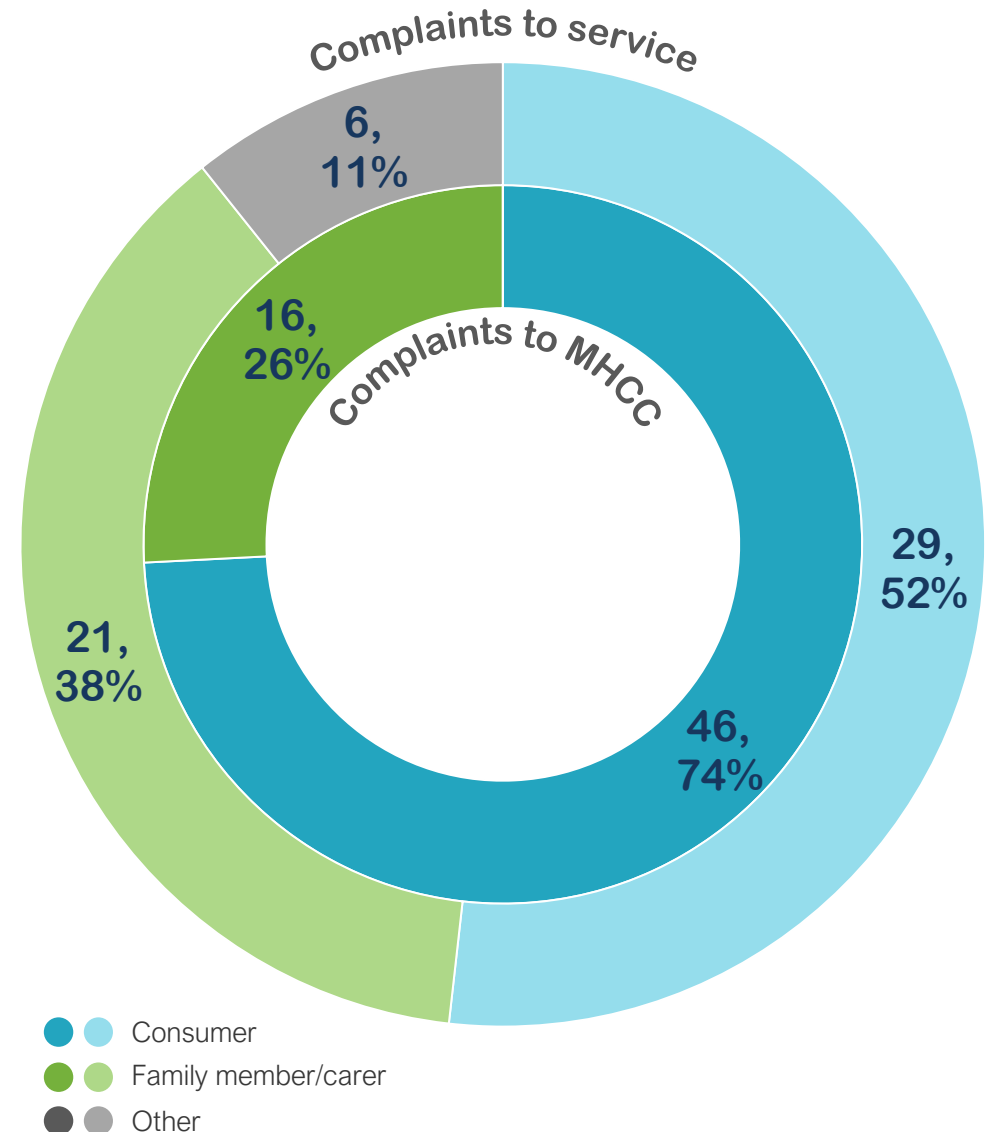


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints made about Dandenong AMHS

- Consumers made the majority of complaints to the MHCC about Dandenong AMHS and made half of the complaints to Dandenong AMHS directly.
- Family members / carers made a quarter of complaints to the MHCC about Dandenong AMHS more than one third of all complaints directly to the service.
- Others, including advocates, supporters and/or staff have also made complaints directly to the service.



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



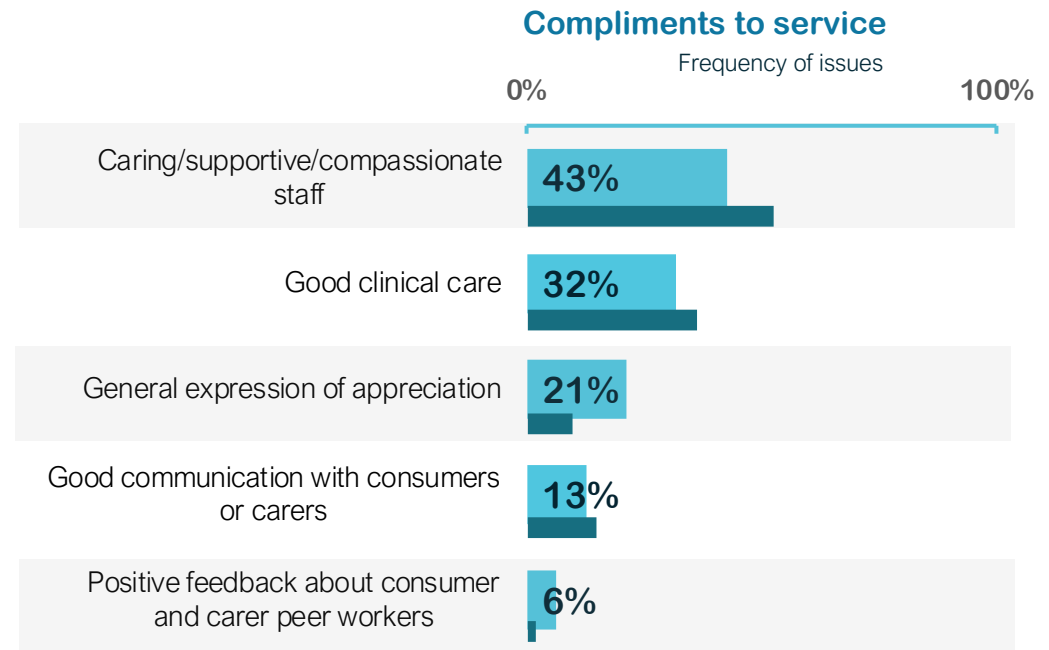
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to Dandenong AMHS (n=47) ● Compliments to services sector-wide (n=891)

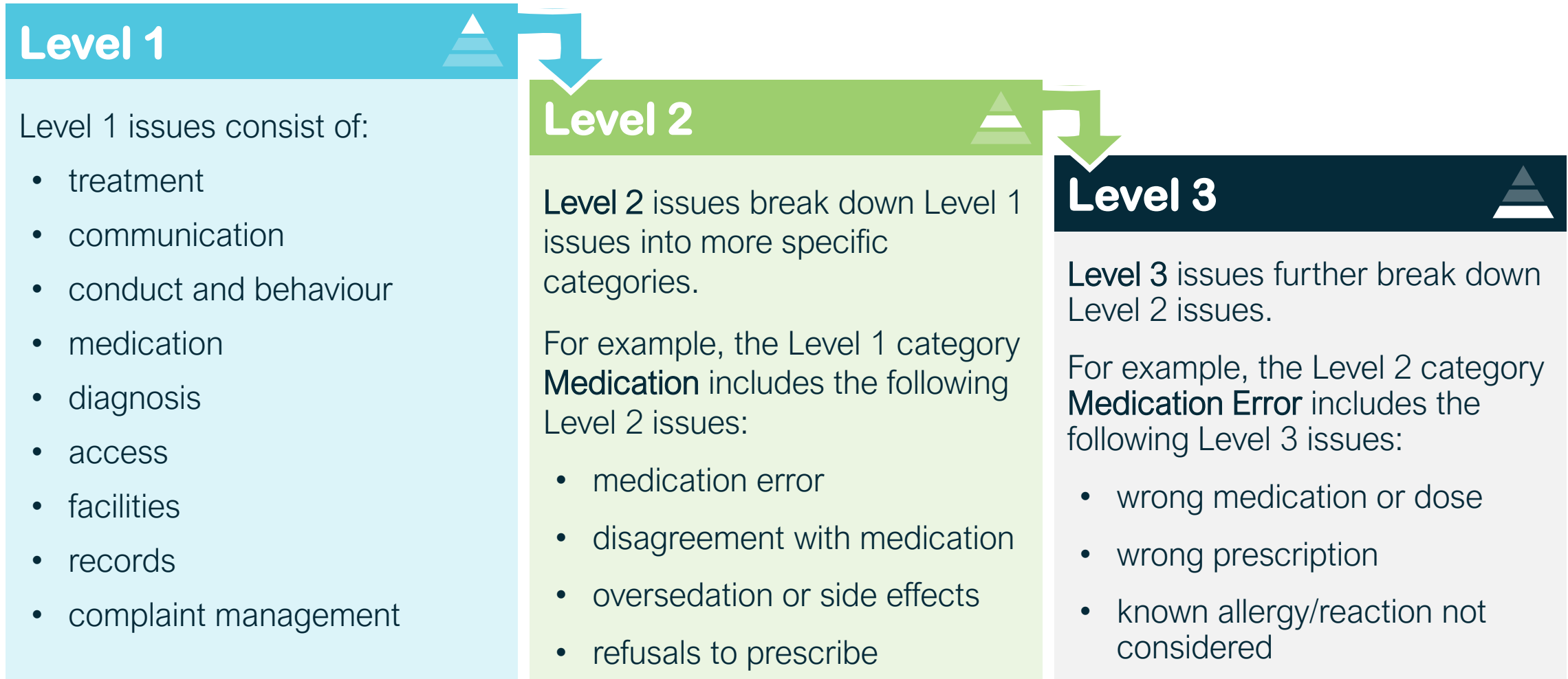
Themes in compliments made to Dandenong AMHS

- Compliments made to Dandenong AMHS were most commonly positive feedback about caring, supportive, and compassionate staff, and good clinical care.
- Other compliments were general expressions of appreciation, good communication with consumers or carers, and positive feedback about peer workers.
- A considerable level of detail was provided by Dandenong 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 Dandenong AMHS

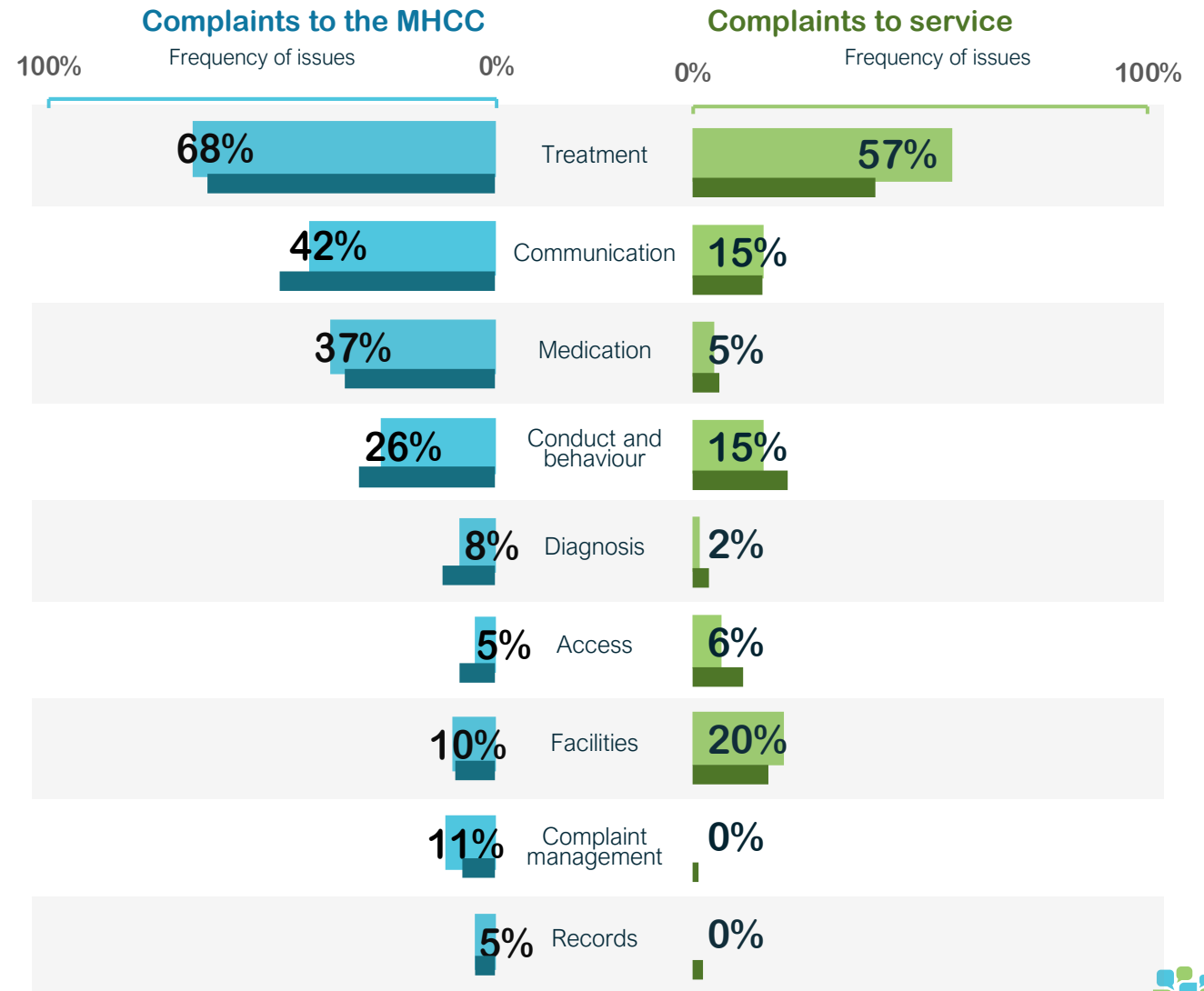
- Issues raised in complaints made to the MHCC about Dandenong AMHS were similar to those raised in complaints to the MHCC for the sector, with Treatment, Communication, Medication, and Conduct and behaviour being the most commonly raised issues.
- Issues raised in complaints made directly to Dandenong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

Complaints about Dandenong AMHS

- to the MHCC (n=62)
- to the service (n=65)

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 Dandenong AMHS

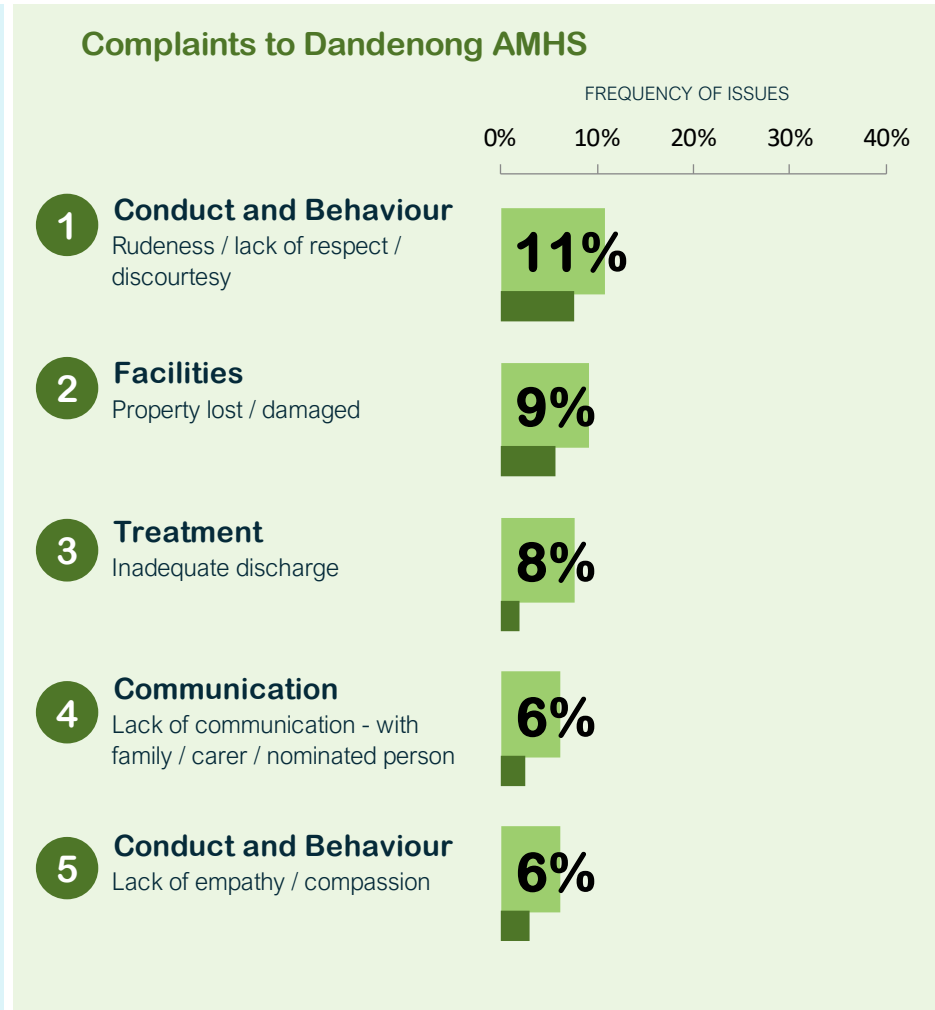
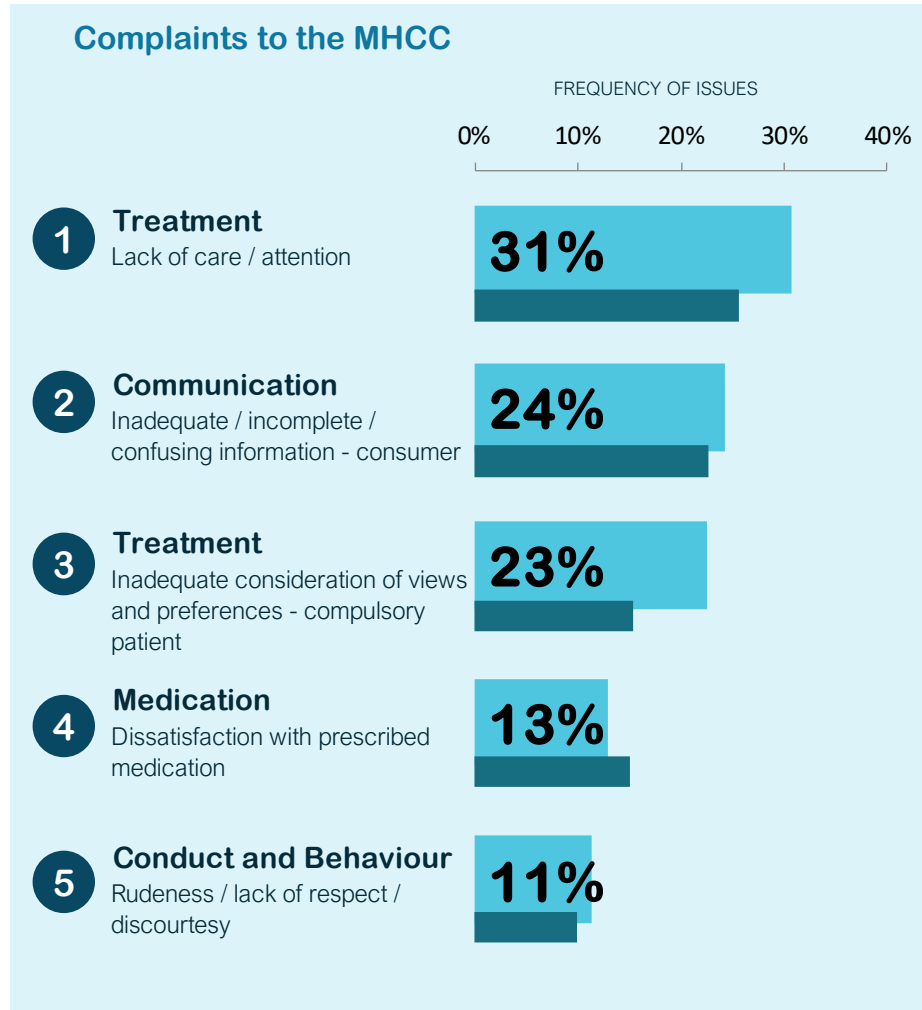
Complaints about Dandenong AMHS

- to the MHCC (n=62)
- to the service (n=65)

Sector-wide complaints

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

- Lack of care or attention, and inadequate, incomplete, or confusing information provided to consumers were the most frequently occurring issues in complaints made to the MHCC about Dandenong AMHS, both issues were raised in slightly higher proportions when compared to the sector.
- In complaints made directly to Dandenong AMHS, rudeness, lack of respect, and/or discourtesy was the most frequently occurring issue, raised in a higher proportion than complaints made directly to services across the sector.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Dandenong AMHS

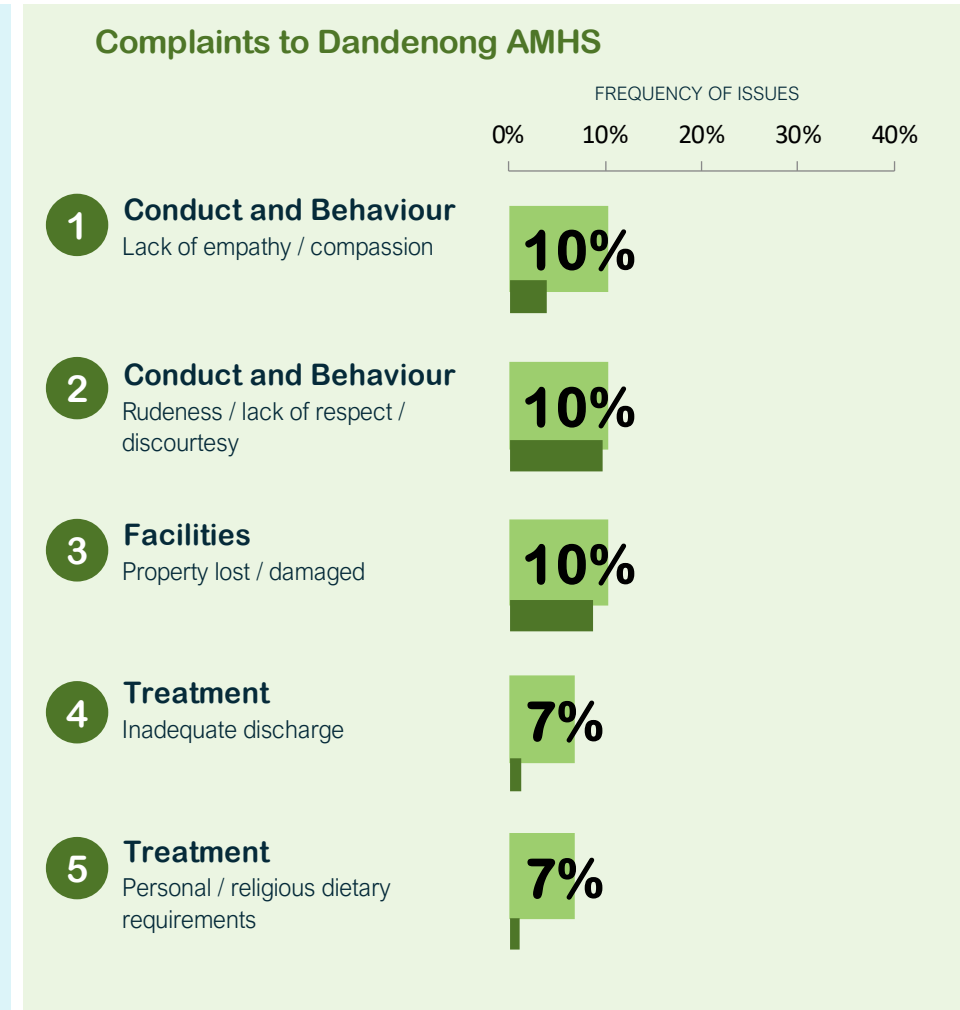
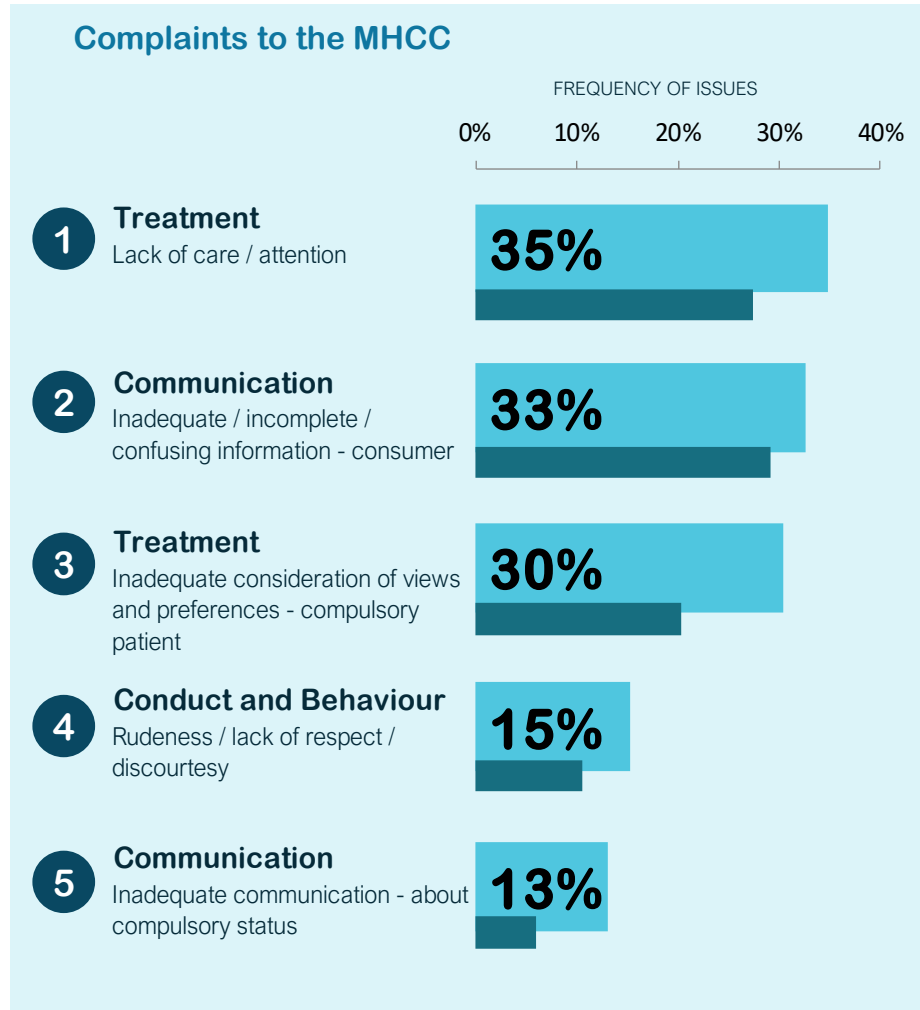
Complaints about Dandenong AMHS

- to the MHCC (n=46)
- to the service (n=29)

Sector-wide complaints

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

- Lack of care or attention, inadequate, incomplete, or confusing information provided to consumers, and inadequate consideration of the views and preferences of compulsory patients were the most commonly raised issues in complaints made by consumers to the MHCC about Dandenong AMHS.
- The most frequently raised issues by consumers in complaints made directly to Dandenong AMHS were lack of empathy or compassion, rudeness, lack of respect and/or discourtesy, and property lost or damaged.



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Dandenong AMHS

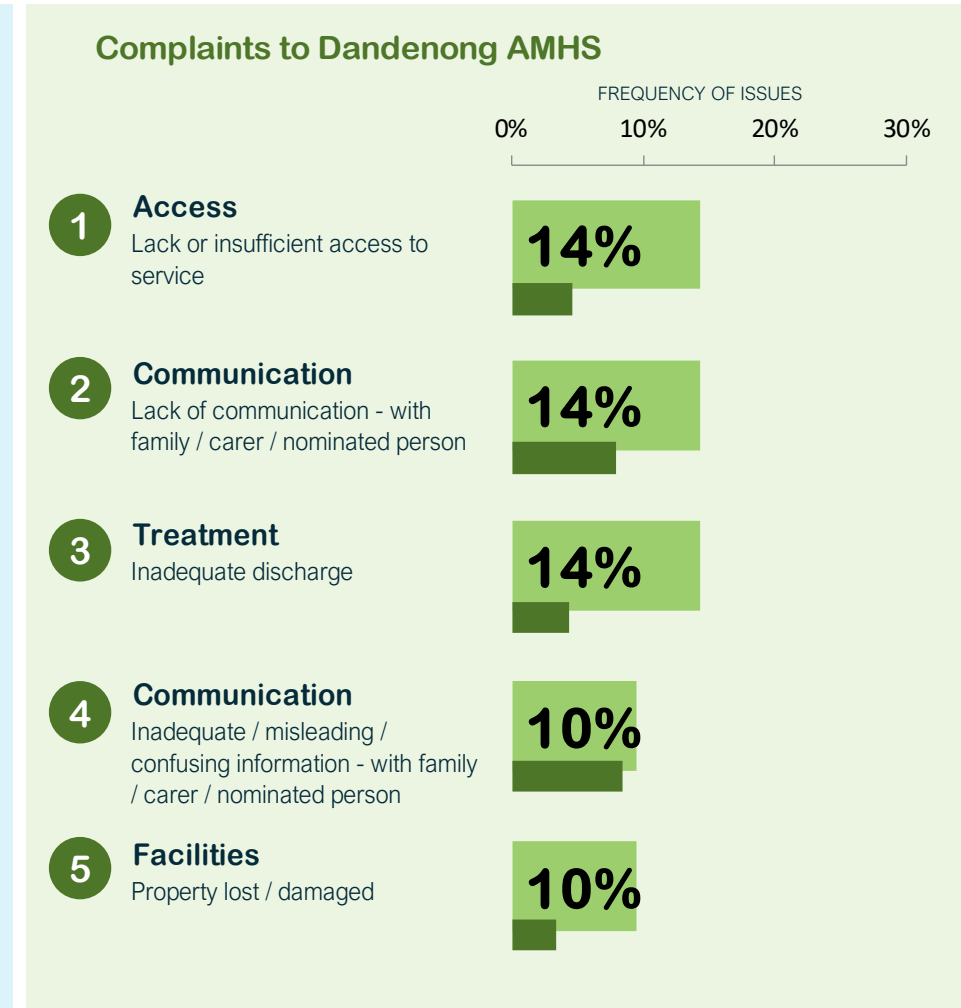
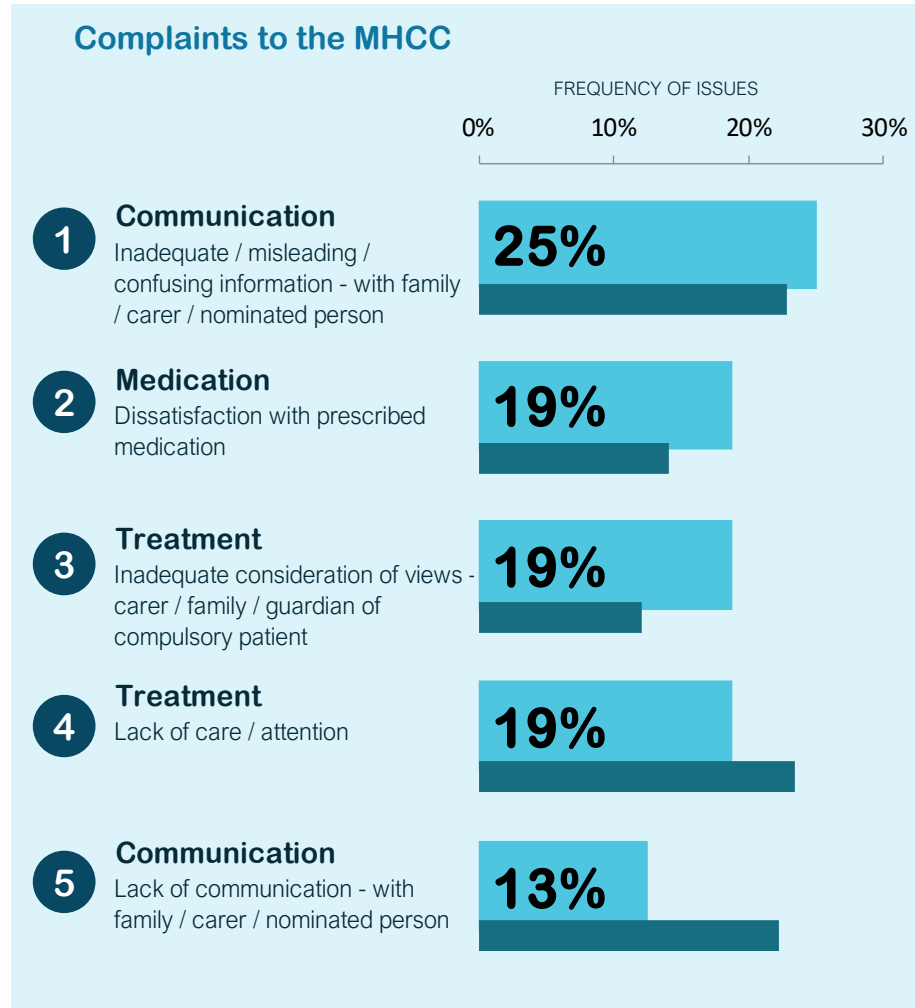
- Communication issues related to inadequate, misleading, or confusing information provided to families or carers was the most commonly raised issue in complaints made by carers / family members to the MHCC about Dandenong AMHS.
- In complaints made by carers / family members directly to Dandenong AMHS, lack of insufficient access to service, lack of communication with family and carers, and inadequate discharge were the most frequent issues raised.

Complaints about Dandenong AMHS

- to the MHCC (n=16)
- to the service (n=21)

Sector-wide complaints

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



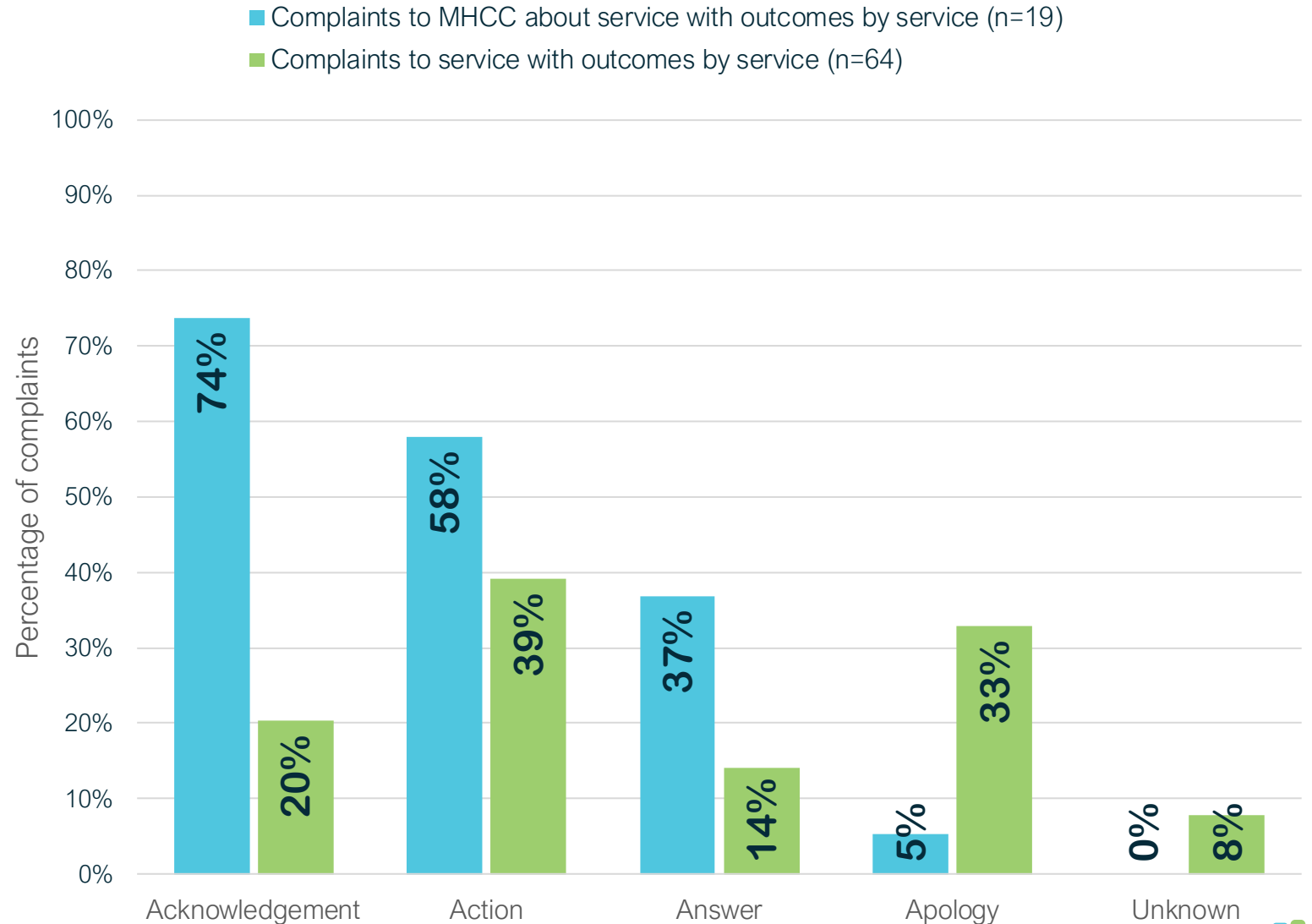


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Dandenong 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 Dandenong 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 by actions taken in response to the issues raised by the complainant.
- Common outcomes of complaints made directly to Dandenong AMHS were actions taken in response to the issues raised, followed by an apology in response to the issues raised.



Key points to consider



Complaint numbers

- The number of complaints made to both the MHCC about Dandenong AMHS and Dandenong AMHS directly decreased in 2021-22.
- Overall, the number of complaints made to the MHCC about Dandenong AMHS and the number of complaints made to the service directly were similar.
- Consumers made the majority of the complaints to the MHCC about Dandenong AMHS and about half of the complaints made directly to the service.



Issues raised

- Lack of care or attention, and inadequate, incomplete, or confusing information provided to consumers were the most frequently occurring issues in complaints made to the MHCC about Dandenong AMHS.
- In complaints made directly to Dandenong AMHS, rudeness, lack of respect, and/or discourtesy was the most frequently occurring issue.



Outcomes

- The most common outcome of complaints made to the MHCC about Dandenong AMHS was acknowledgement of the concerns raised, followed by actions taken in response to the issues raised by the complainant.
- The most frequently undertaken action by Dandenong AMHS in response to complaints to the MHCC was agreeing to respond to the complainant directly.

What actions were taken by the service? 2021-22

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

■ Complaints to MHCC with action outcomes by service (n=11)

- The actions most frequently undertaken by Dandenong AMHS in response to complaints made to the MHCC included:
 - agreeing to respond to the complainant directly
 - improving communication and clarifying misunderstandings

