

# Summary of service provider complaint report

## Grampians Health

2022-23



# 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 2022-23 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:



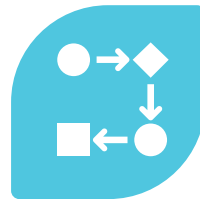
**identify key themes**  
and emerging issues  
across the sector



**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? 2022-23

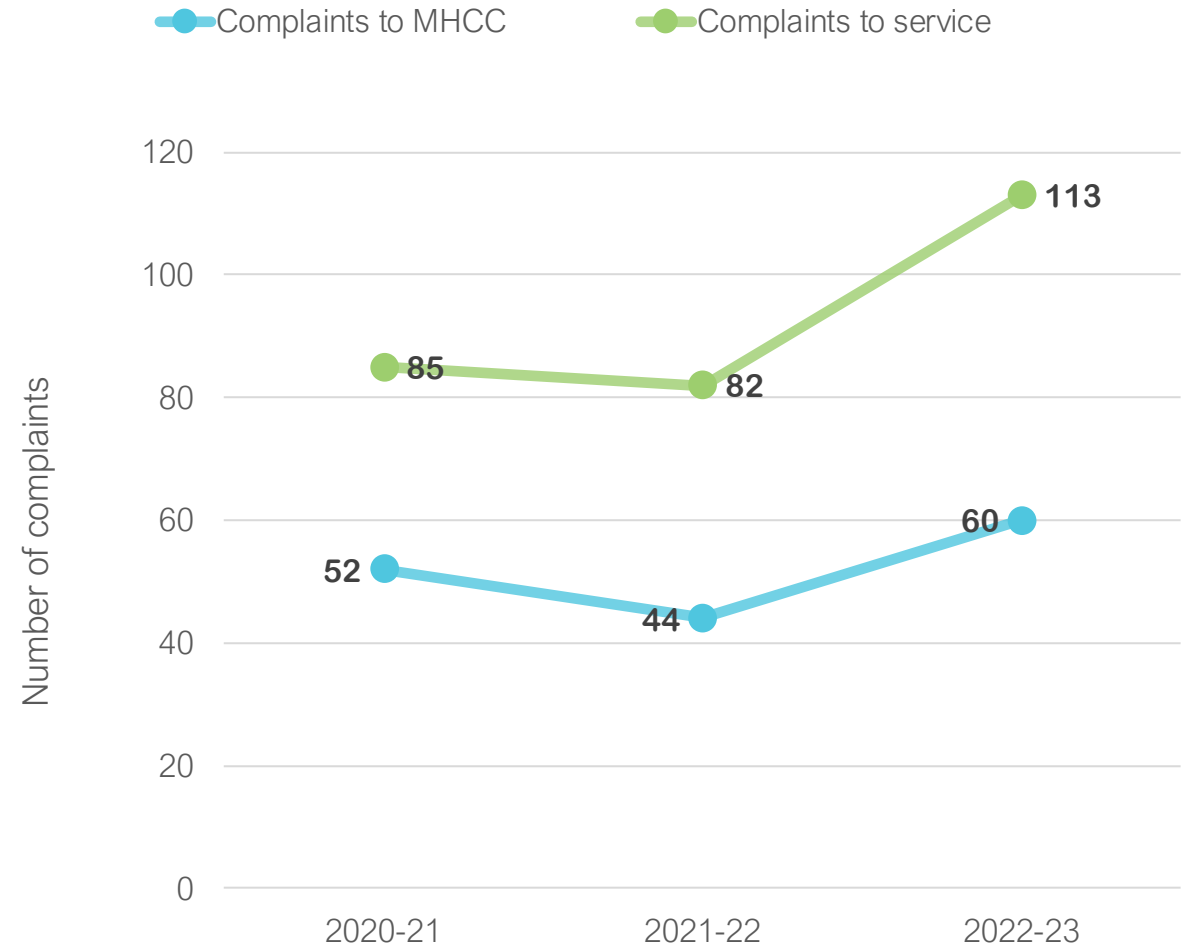
60

Complaints to MHCC  
about Grampians Health

113

Complaints to  
Grampians Health

- Both the number of complaints made to the MHCC about Grampians Health and the number of complaints made directly to the service increased from 2021-22 to 2022-23.
- In line with the last year, the number of complaints made to the MHCC about Grampians Health remained just under half of the complaints made directly to the service.



# Complaint and compliment rates

2022-23

- 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.
- The rate of complaints received by the MHCC about Grampians Health has increased marginally since 2021-22, just above the sector median.
- The rate of complaints directly to the service also increased between 2021-22 and 2022-23, now significantly larger than the sector median.
- The rate of compliments made was much higher rate than the sector median.

Complaints about Grampians Health

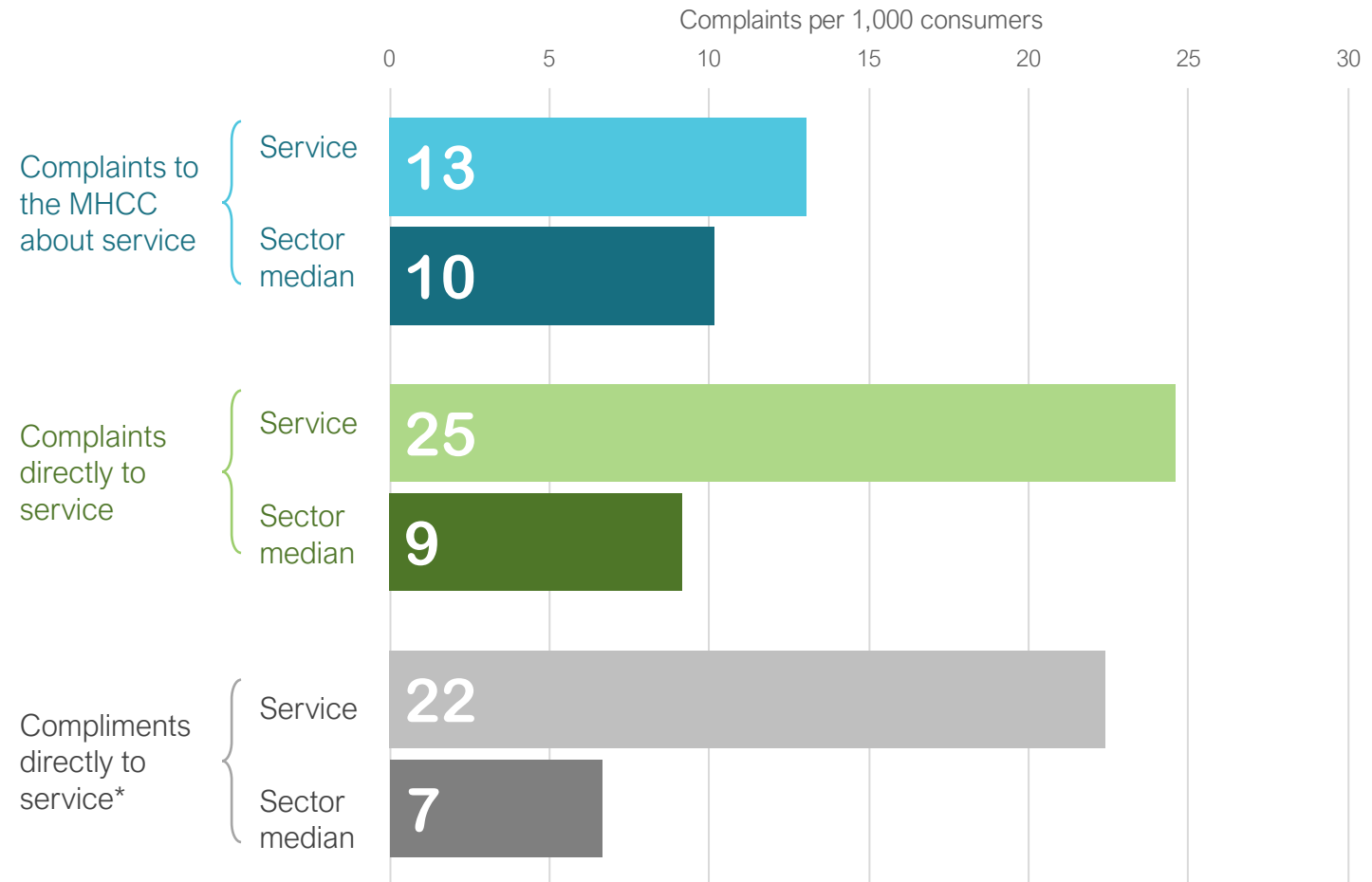
- to the MHCC (n=60)
- to the service (n=113)

Compliments to Grampians Health (n=103)

Sector-wide complaint:

- to the MHCC (n=1442)
- to the service (n=1671)

Compliments to services sector-wide (n=1041)

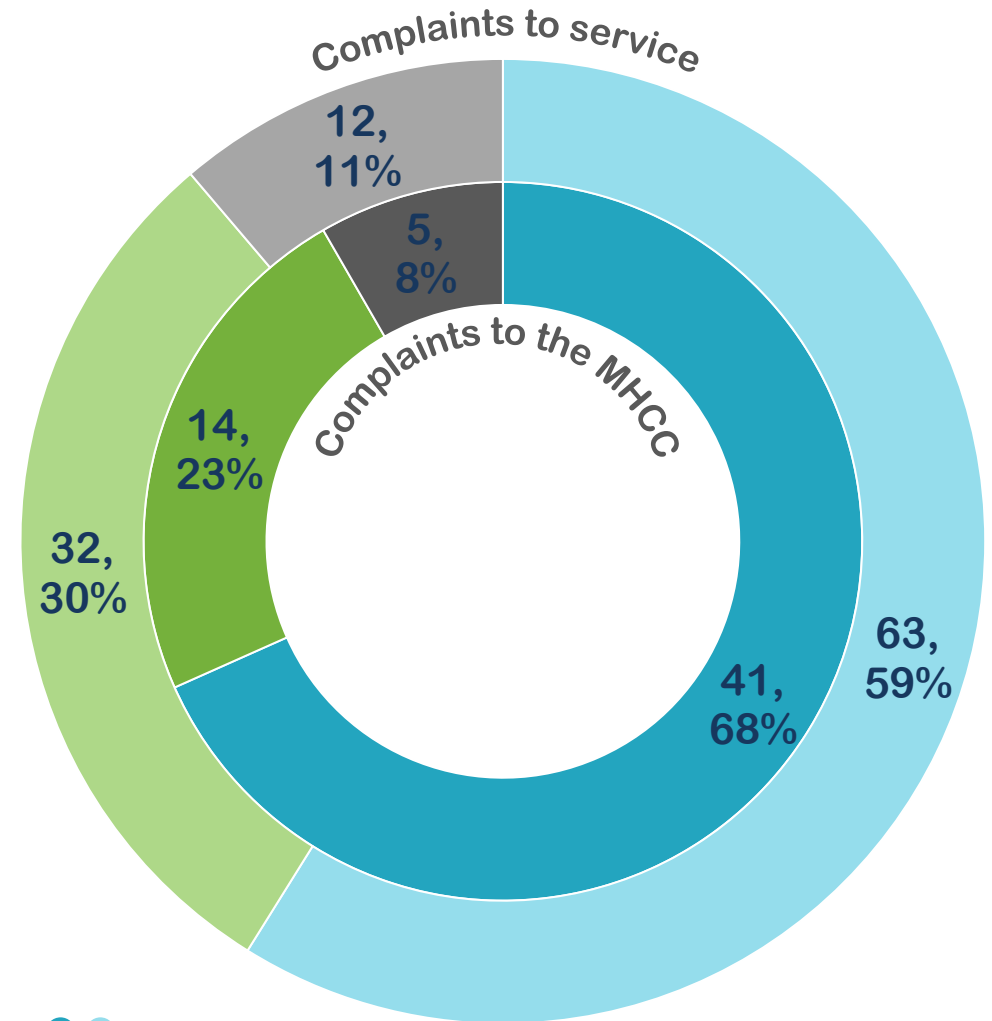


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2022-23

Complaints raised about Grampians Health

- Consumers made the majority of complaints to the MHCC about Grampians Health and complaints to Grampians Health directly.
- In contrast, family members / carers made just under a quarter of complaints to the MHCC about Grampians Health and just under a third of complaints directly to the service itself.



- Consumer
- Family member/carer
- Other

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

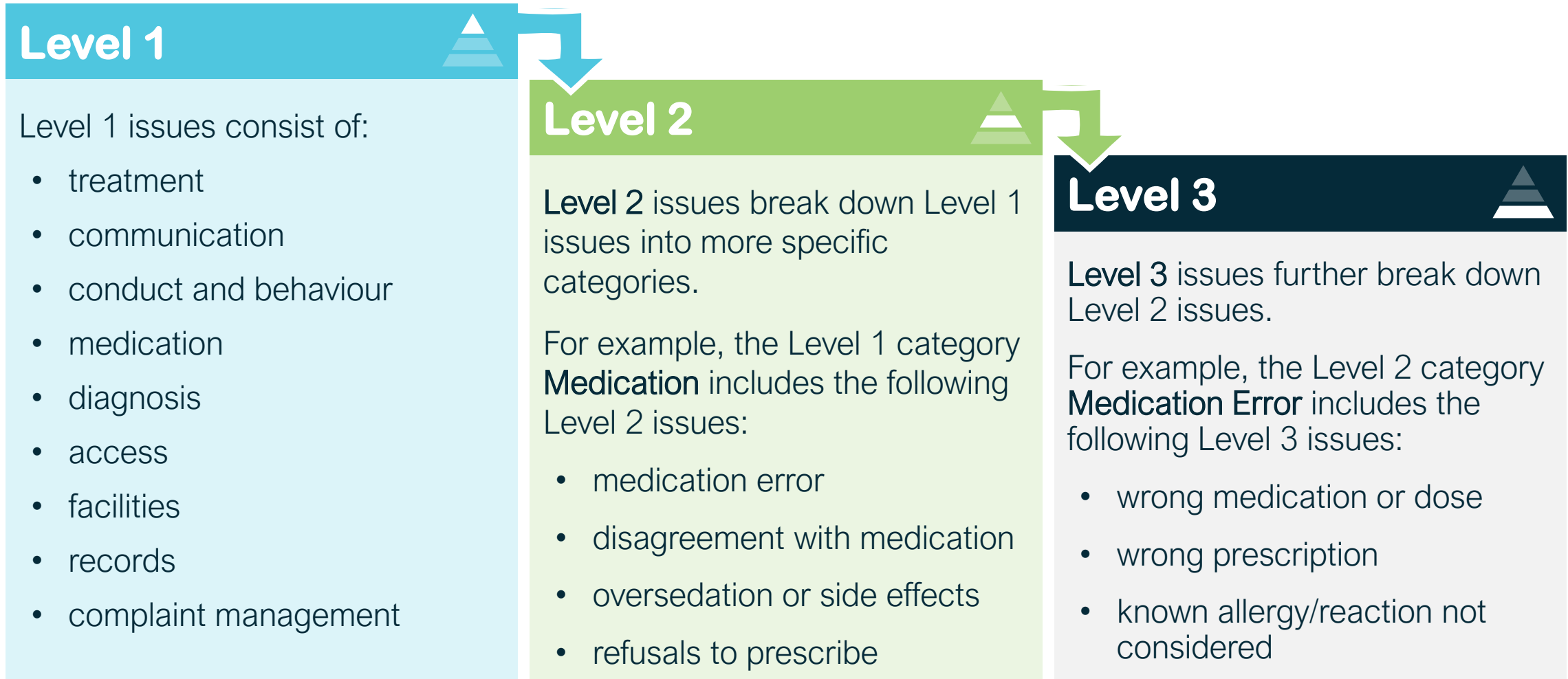


# Issues raised in complaint



# How does the MHCC categorise issues?

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



# What were complaints about? 2022-23

Level 1 issues raised about Grampians Health

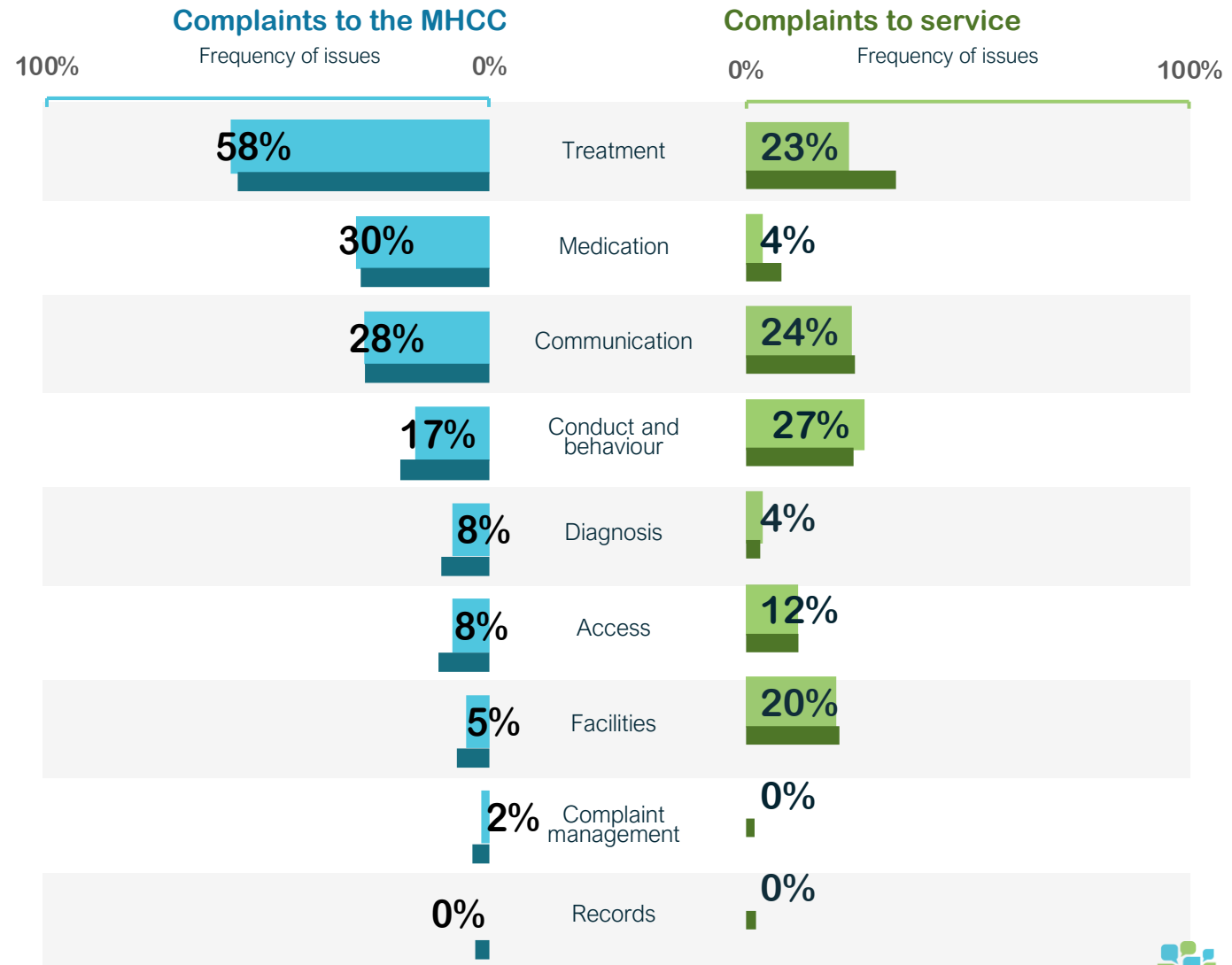
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Grampians Health were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Medication and Communication the most common.
- Issues raised in complaints made directly to the service were also consistent with those raised in complaints directly to services for the sector, with common issues including Conduct & behaviour, Communication and Treatment.

Complaints about Grampians Health

- to the MHCC (n=60)
- to the service (n=113)

Sector-wide complaints

- to the MHCC (n=1442)
- to the service (n=1671)



# What were complaints about? 2022-23

Most frequent Level 3 issues raised about Grampians Health

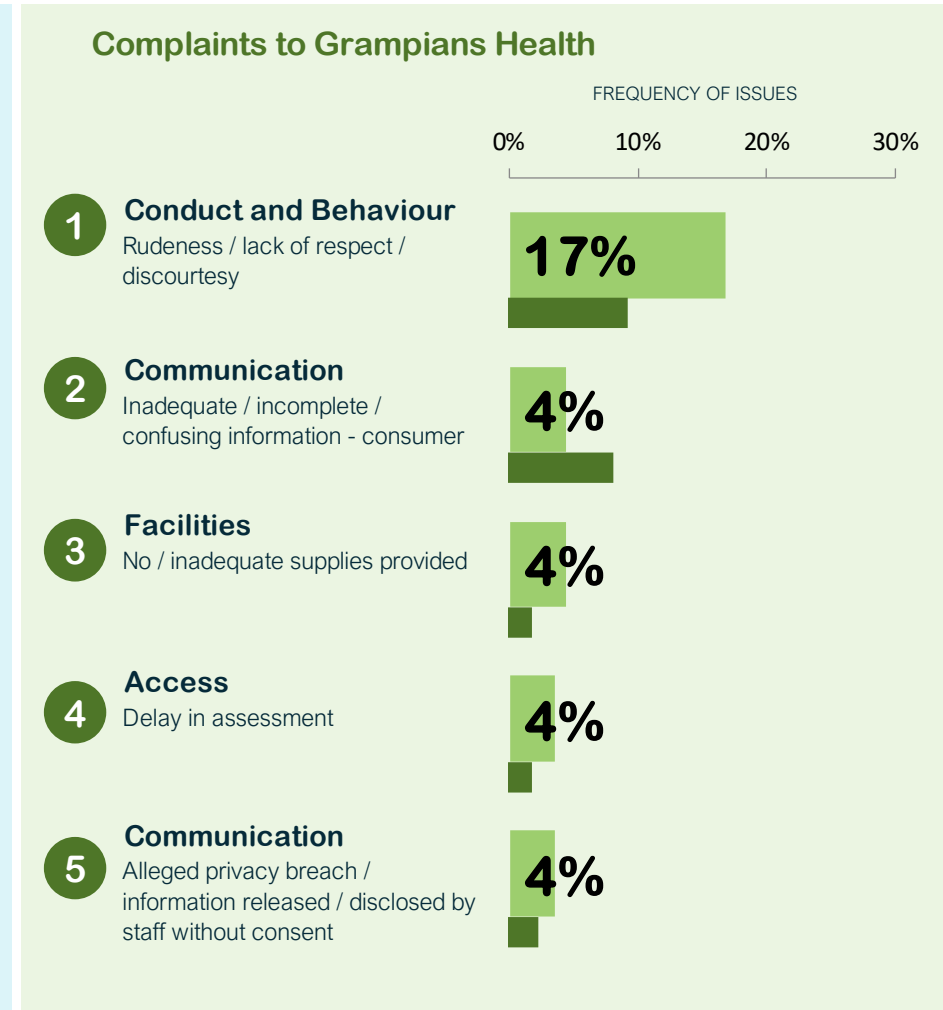
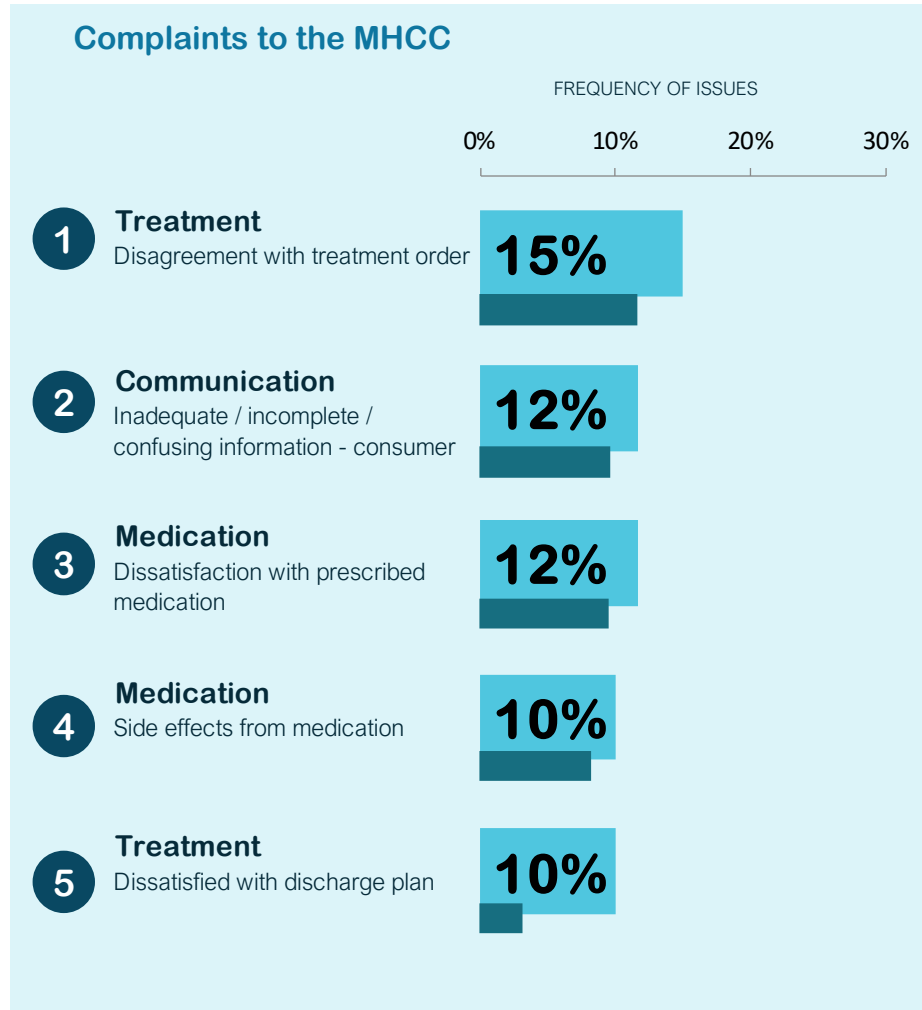
Complaints about Grampians Health

- to the MHCC (n=60)
- to the service (n=113)

Sector-wide complaints

- to the MHCC (n=1442)
- to the service (n=1671)

- The issues most frequently raised in complaints made to the MHCC about Grampians Health were disagreement with treatment orders, inadequate / incomplete / confusing information, and dissatisfaction with prescribed medication.
- The issue most frequently raised in complaints made directly to Grampians Health was rudeness / lack of respect / discourtesy. This issue was raised at a higher rate than that recorded across the sector.



# Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Grampians Health

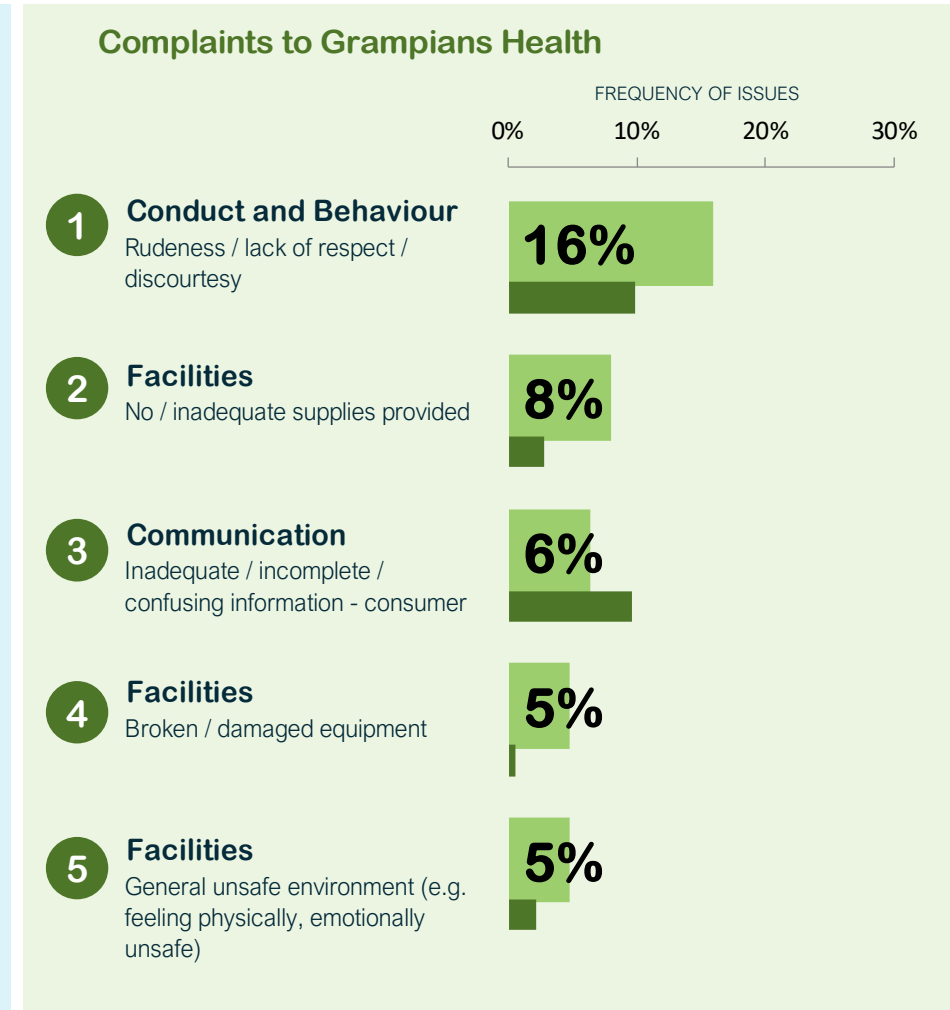
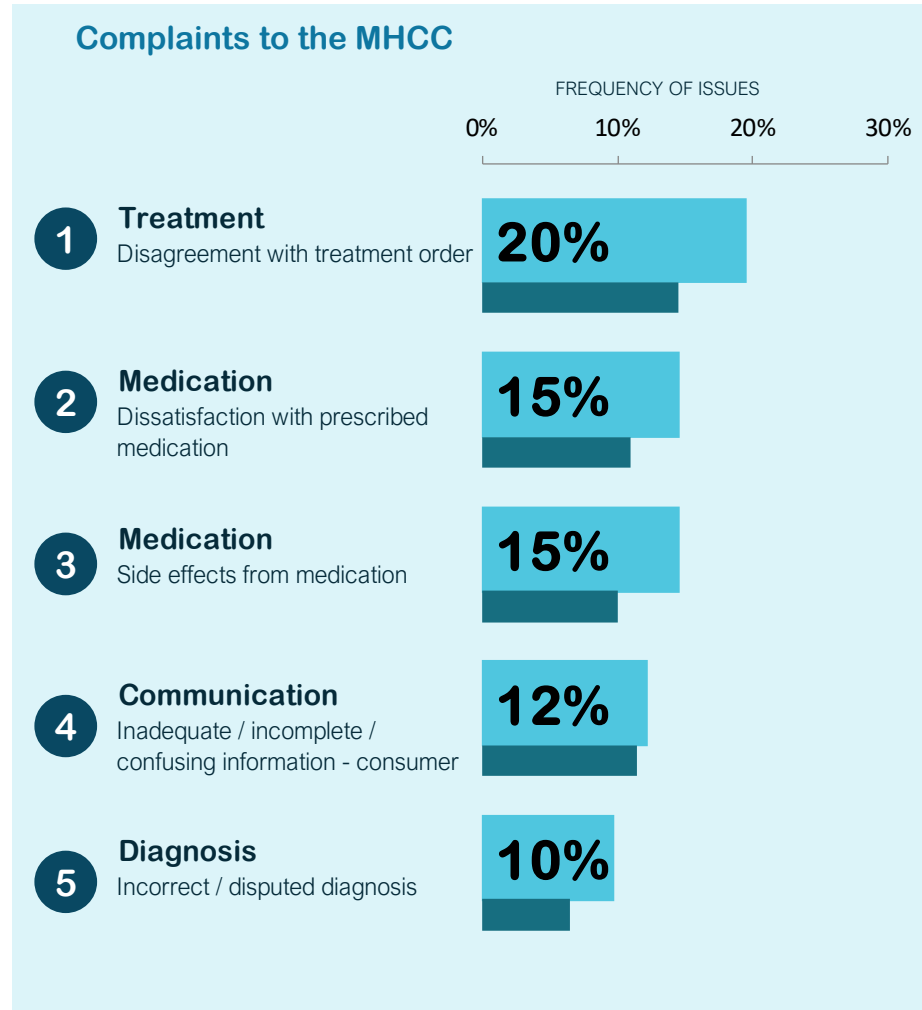
Complaints about Grampians Health

- to the MHCC (n=41)
- to the service (n=63)

Sector-wide complaints

- to the MHCC (n=1074)
- to the service (n=1039)

- The most frequently raised issues among complaints by consumers to the MHCC about Grampians Health were disagreements with treatment orders, dissatisfaction with prescribed medication, and side effects from medication.
- Rudeness / lack of respect / discourtesy was the most commonly raised issues among complaints made by consumers directly to the service.



# Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Grampians Health

Complaints about Grampians Health

● to the MHCC (n=14)

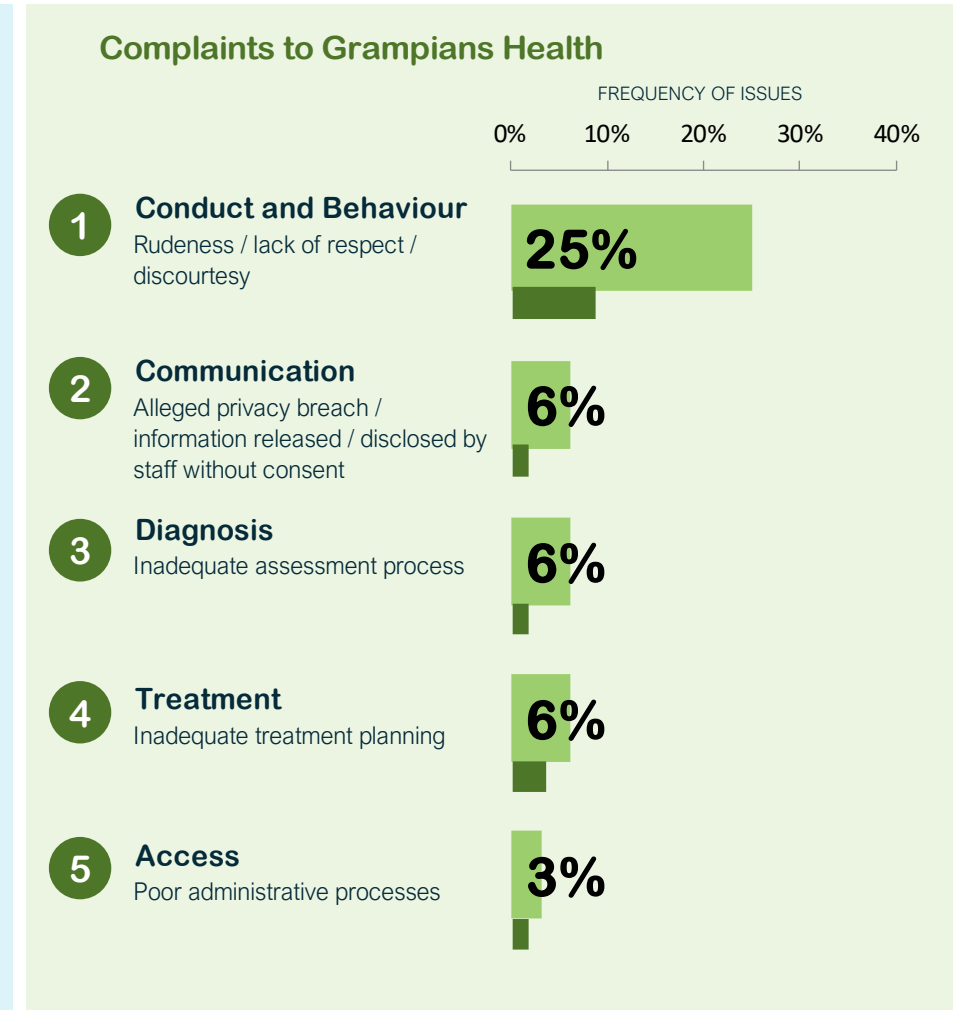
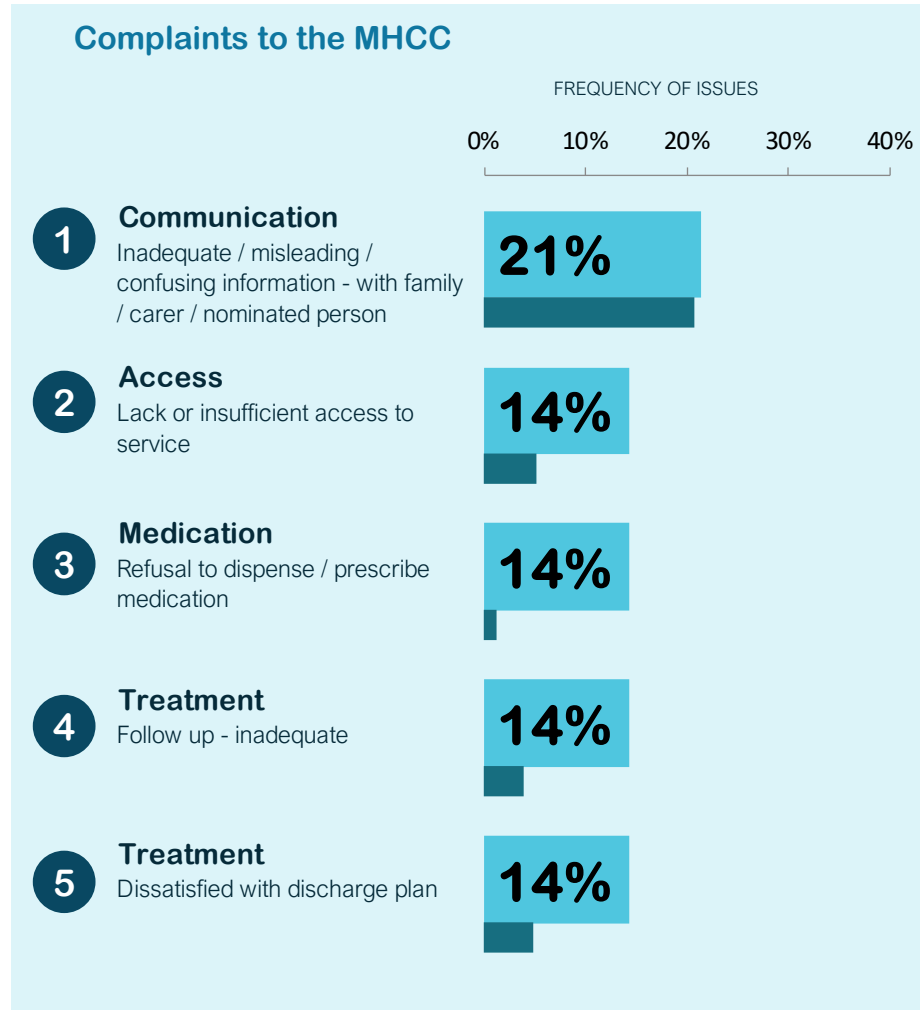
● to the service (n=32)

Sector-wide complaints

● to the MHCC (n=320)

● to the service (n=380)

- The issue most frequently raised in complaints by carers to the MHCC about Grampians Health was inadequate / misleading / confusing information.
- The issue most frequently raised in complaints by carers directly to Grampians Health was rudeness / lack of respect / discourtesy.



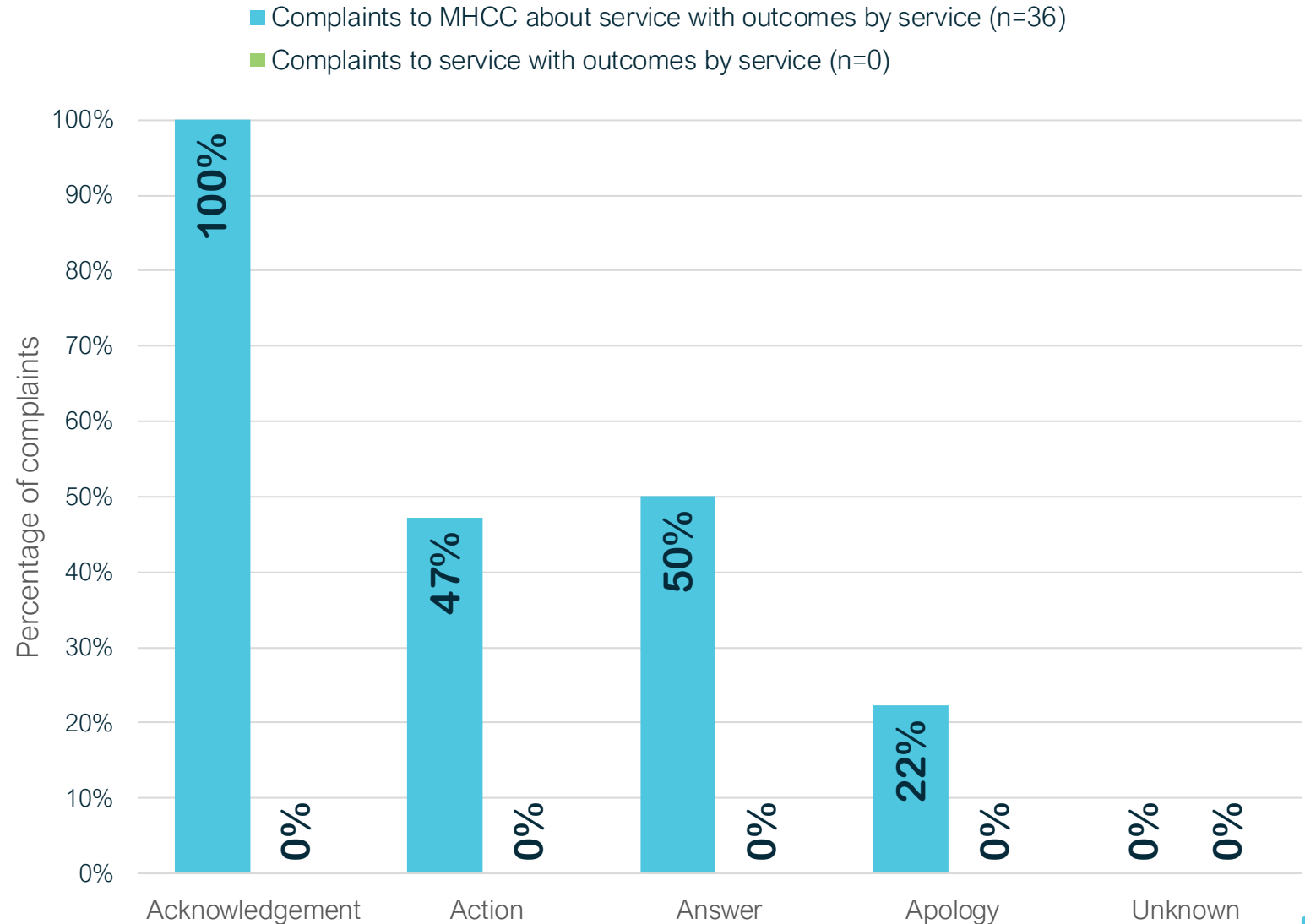


# Outcomes of complaints

# What were the outcomes of complaints? 2022-23

Closed complaints about Grampians Health

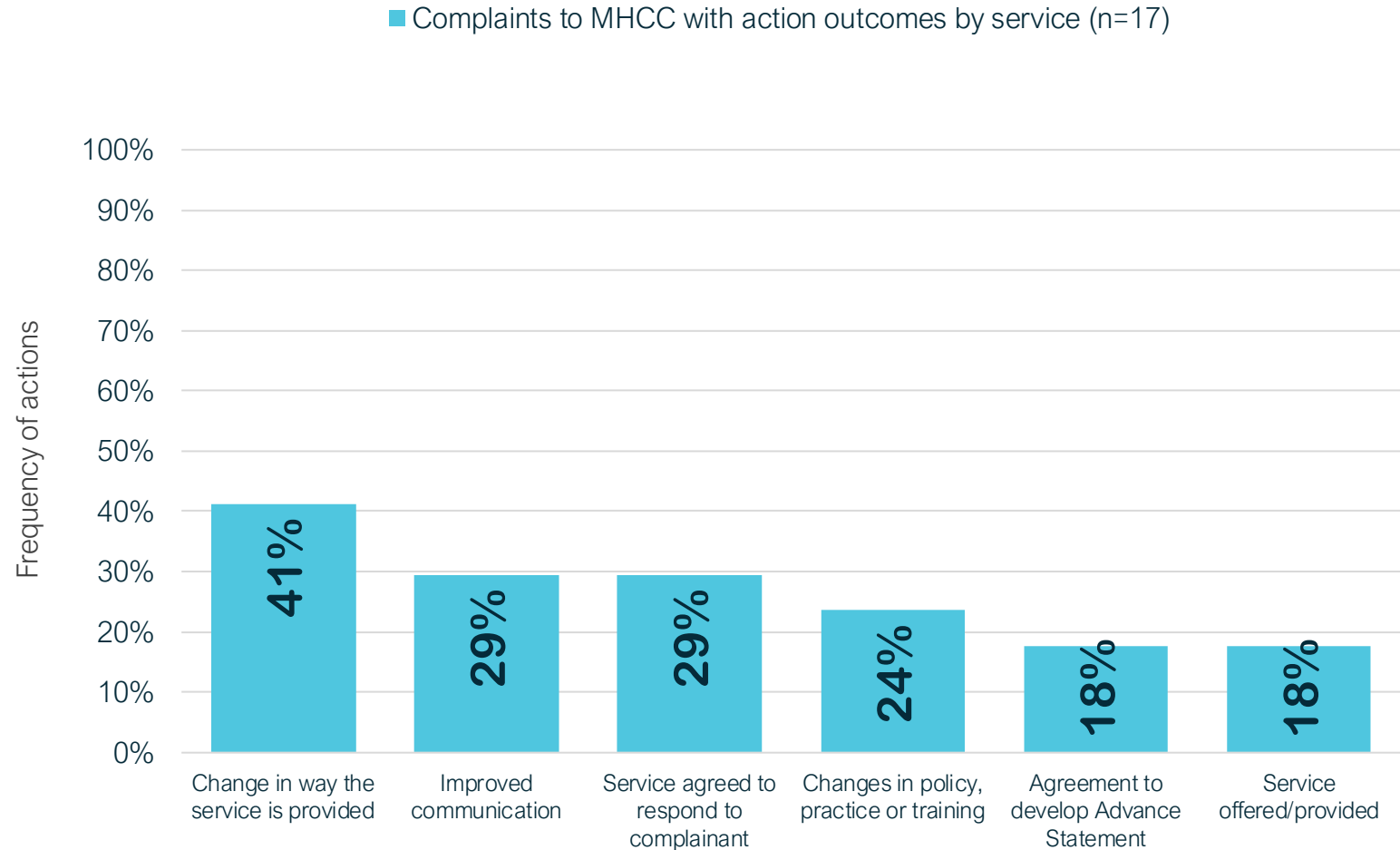
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Grampians Health that were assessed as being in scope for resolution and / or having a known service outcome. The most common outcome by Grampians Health for these complaints is acknowledging of the concerns raised.



# What actions were taken by the service? 2022-23

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

- The most frequent action undertaken by Grampian Health in response to complaints to the MHCC were changing the way services are provided.







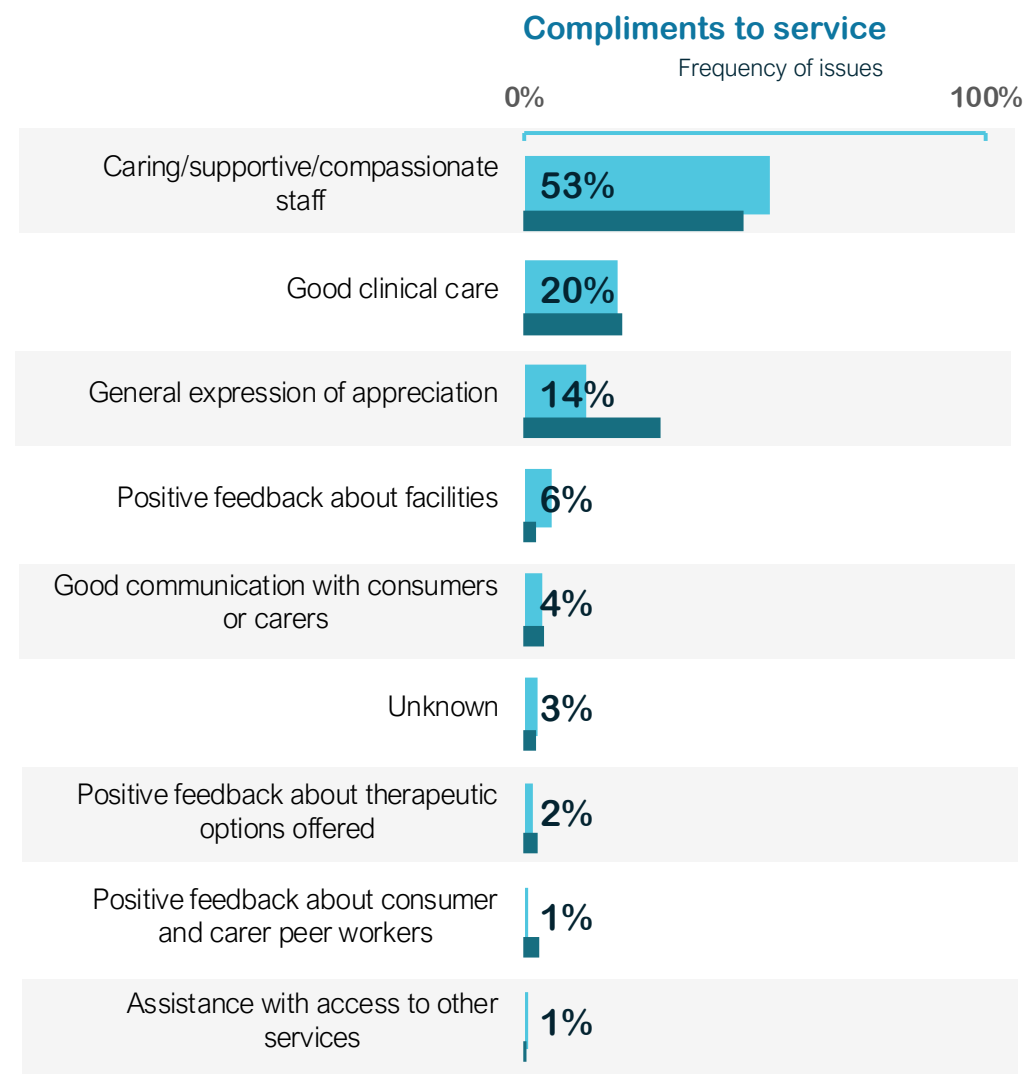
# Themes in compliments

# What were compliments about? 2022-23

● Compliments to Grampians Health (n=103)    ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Grampians Health

- The most frequently raised compliment issue was caring / supportive / compassionate staff.
- Other notable compliment issues were good clinical care and general expression of appreciation.
- A considerable level of detail was provided by Grampians Health about their compliments data that enabled the MHCC to identify more specific themes.



# Key points to consider



## Complaint numbers

- Both the number of complaints made to the MHCC about Grampians Health and the number of complaints made directly to the service increased from 2021-22 to 2022-23.
- Consumers made the majority of complaints to the MHCC about Grampians Health and complaints to Grampians Health directly.



## Issues raised

- Issues raised in complaints to the MHCC about Grampians Health were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Medication and Communication the most common.
- Issues raised in complaints made directly to the service were also consistent with those raised in complaints directly to services for the sector, with common issues including Conduct & behaviour, Communication and Treatment.



## Outcomes

- The most common outcome by Grampians Health for MHCC complaints is acknowledging of the concerns raised.
- The most frequent action undertaken by Grampians Health in response to complaints to the MHCC were changing the way services are provided.