

# Summary of service provider complaint report

## Melbourne (Inner west)



# Introduction

## **Purpose**

The purpose of this summary presentation is to showcase key data for complaints to the MHWC and complaints and compliments directly to your service, largely focusing on the 2023-24 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 MHWC, reflecting that people feel confident to raise their concerns with the service.

# The role of the MHWC

*The MHWC collects 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

*The MHWC also has a role in system oversight, including monitoring the quality, safety, and performance of the sector.*

*It is expected that this report will continue to adjust to align to the MHWC's system monitoring and oversight functions over time.*

# Trends in complaints and compliments

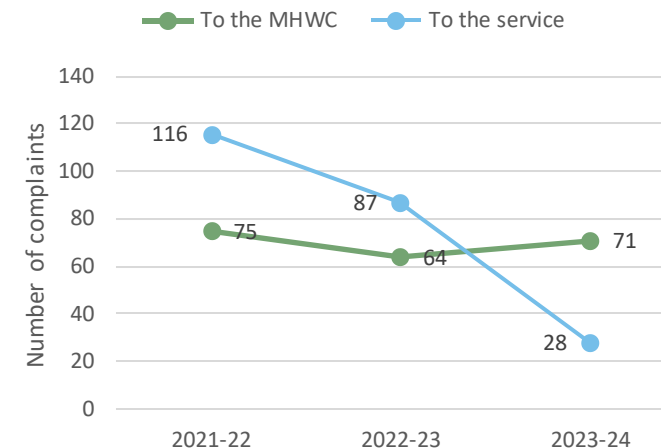
# How many complaints were made?

## Complaints about Melbourne (Inner west)

The MHWC received **71** complaints about Melbourne (Inner west)

Melbourne (Inner west) received **28** complaints directly

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	75	64	71	+11%
To the service	116	87	28	-68%

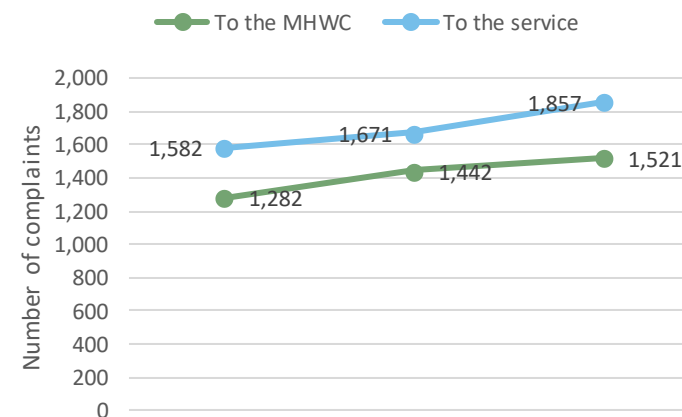


## Complaints across all services

Complaints to the MHWC increased by: **5%**

Complaints to service providers increased by: **11%**

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	1,282	1,442	1,521	+5%
To the service	1,582	1,671	1,857	+11%



# Complaint rates

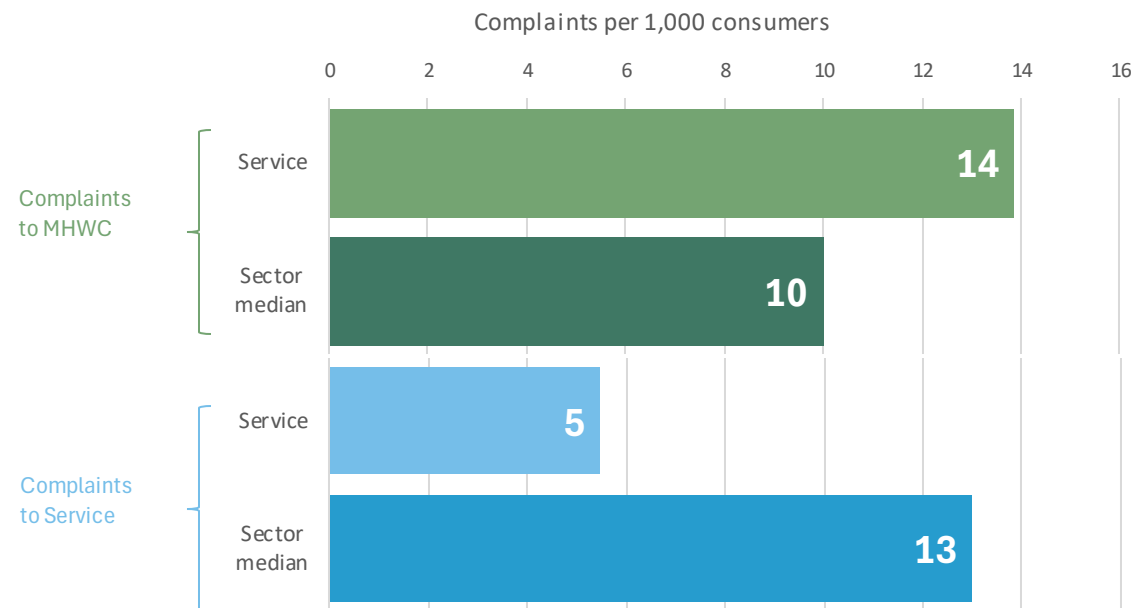
## Complaints per 1,000 consumers

*This chart shows complaint and compliment rates per 1,000 consumers, compared to sector medians. Sector medians are shown to avoid particular service types providing a skewed picture of inter-service performance. Half of all services have complaint and compliment rates below the sector median.*

Complaints to MHWC about service	Complaints per 1,000 consumers	Sample size
Melbourne (Inner west)	13.9	71
Sector median	10.0	1,514

Complaints directly to service	Complaints per 1,000 consumers	Sample size
Melbourne (Inner west)	5.5	28
Sector median	13.0	1,857



# Who is making complaints?

## Complainant relationship to consumer

*This chart shows who made complaints about Melbourne (Inner west).*

*For complaints to the MHWC the most complaints were made by Consumers.*

*For complaints directly to the service the most complaints were made by Consumers.*

### Complaints about Melbourne (Inner west)

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	79%	20%	1%	0%
Complaints directly to service	54%	7%	7%	32%

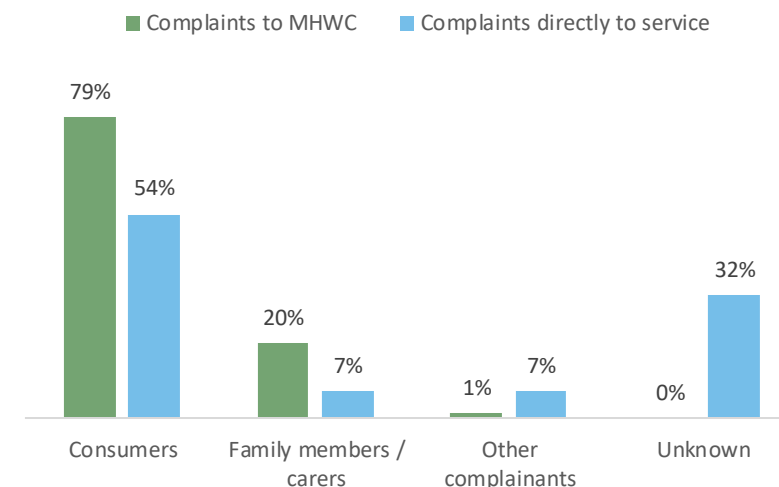
*This chart shows who made complaints about all service providers sector-wide.*

*For complaints to the MHWC the most complaints were made by Consumers.*

*For complaints directly to the service the most complaints were made by Consumers.*

### Complaints about all service providers

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	73%	24%	3%	0%
Complaints directly to service	57%	26%	7%	10%



# Issues raised in complaints



# How does the MHWC categorise issues?

The MHWC uses three levels of categories to classify complaints



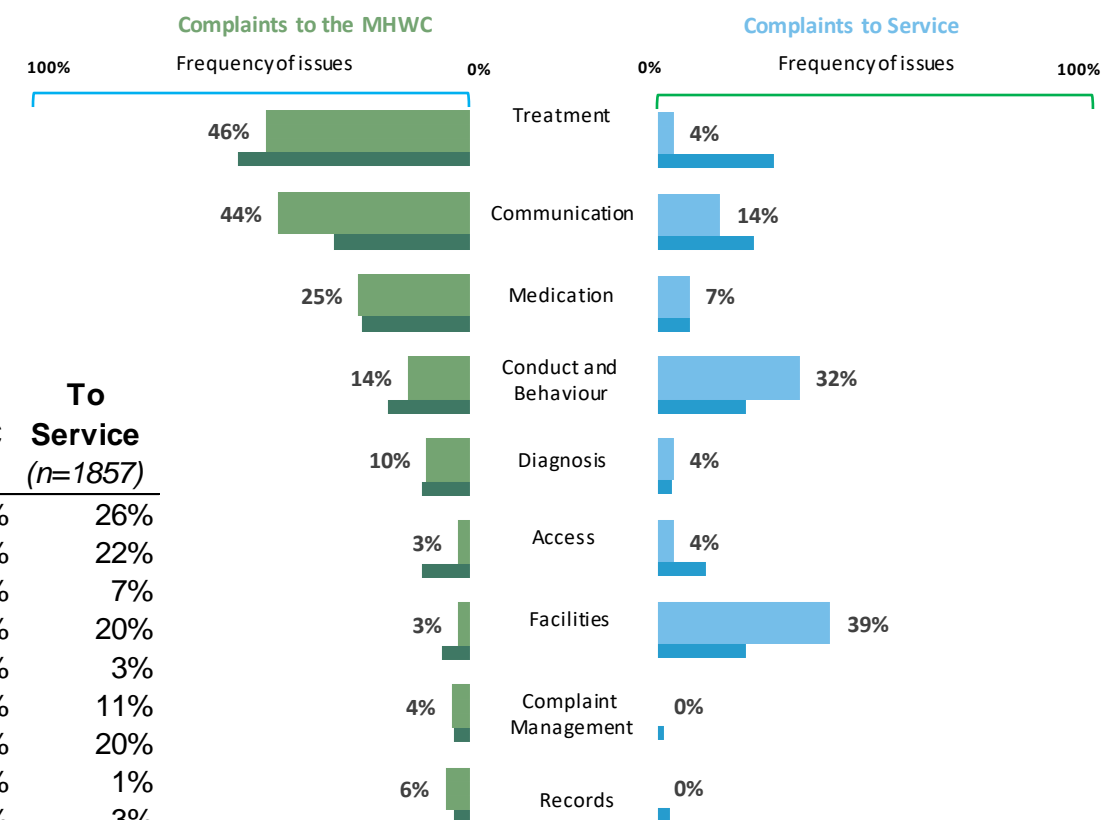
# What were complaints about?

## Level 1 issues raised about Melbourne (Inner west)

*This chart shows the proportion of complaints that related to each level 1 issue.  
It includes complaints made by all complainant types.  
Sector averages are the total proportion across all complaints across all services.*

*The most commonly raised issues for complaints about Melbourne (Inner west) to the MHWC were Treatment and Communication*

*The most commonly raised issues for complaints about Melbourne (Inner west) to the service were Facilities and Conduct and Behaviour*



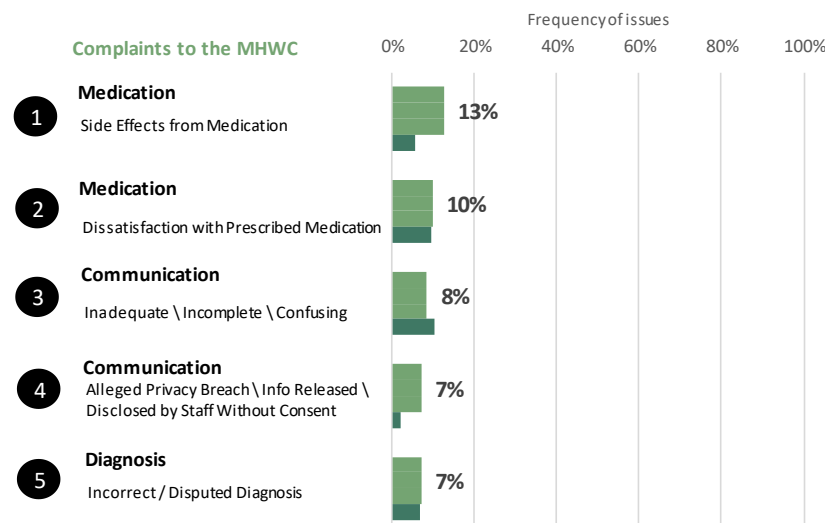
Proportions of complaints with issue	Melbourne (Inner west)		Sector averages	
	To MHWC (n=71)	To Service (n=28)	To MHWC (n=1521)	To Service (n=1857)
1 Treatment	46%	4%	53%	26%
2 Communication	44%	14%	31%	22%
3 Medication	25%	7%	25%	7%
4 Conduct and Behaviour	14%	32%	19%	20%
5 Diagnosis	10%	4%	11%	3%
6 Access	3%	4%	11%	11%
7 Facilities	3%	39%	7%	20%
8 Complaint Management	4%	0%	4%	1%
9 Records	6%	0%	4%	3%

# What were complaints about?

## Level 3 issues raised about Melbourne (Inner west)

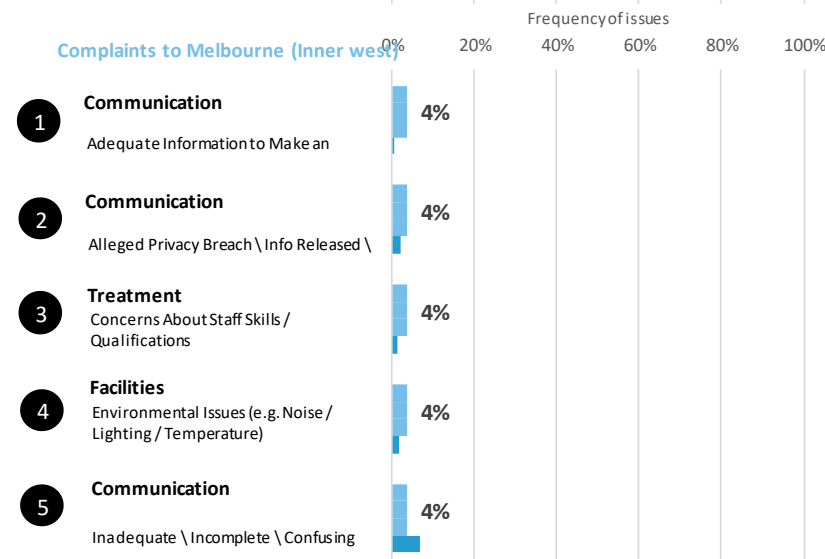
### Complaints to the MHCW

Rank	Level 1	Level 3	About Melbourne (Inner west) (n=71)	Sector average (n=1521)
1	Medication	Side Effects from Medication	13%	6%
2	Medication	Dissatisfaction with Prescribed Medication	10%	9%
3	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	8%	10%
4	Communication	Without Consent	7%	2%
5	Diagnosis	Incorrect / Disputed Diagnosis	7%	7%



### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Melbourne (n=28)	Sector average (n=1857)
1	Communication	Adequate Information to Make an Informed Decision not	4%	0%
2	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff	4%	2%
3	Treatment	Concerns About Staff Skills / Qualifications	4%	1%
4	Facilities	Environmental Issues (e.g. Noise / Lighting / Temperature)	4%	2%
5	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	4%	7%

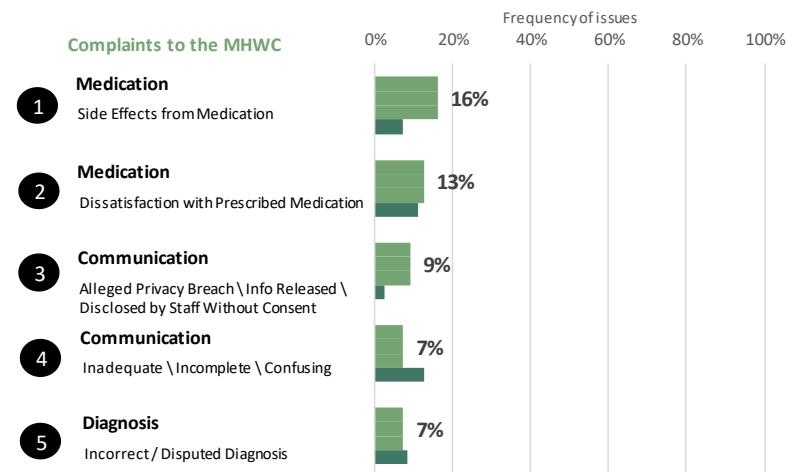


# What were consumer complaints about?

## Level 3 issues raised by consumers about Melbourne (Inner west)

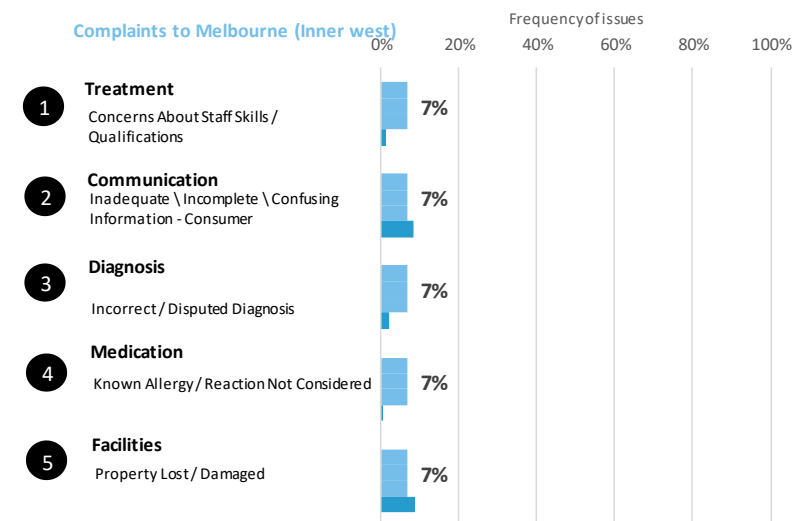
### Complaints to the MHWC

Rank	Level 1	Level 3	About Melbourne (Inner west) (n=56)	Sector average (n=1110)
1	Medication	Side Effects from Medication	16%	7%
2	Medication	Dissatisfaction with Prescribed Medication	13%	11%
3	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff Without Consent	9%	3%
4	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	7%	13%
5	Diagnosis	Incorrect / Disputed Diagnosis	7%	8%



### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Melbourne (n=15)	Sector average (n=1053)
	Treatment	Concerns About Staff Skills / Qualifications	7%	1%
	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	7%	8%
	Diagnosis	Incorrect / Disputed Diagnosis	7%	2%
	Medication	Known Allergy / Reaction Not Considered	7%	1%
	Facilities	Property Lost / Damaged	7%	9%



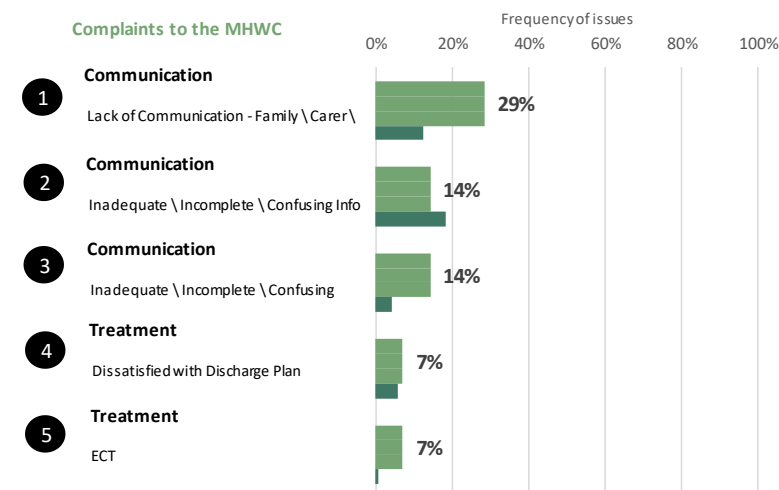
# What were carer complaints about?

## Level 3 issues raised by carers about Melbourne (Inner west)

### Complaints to the MHC

Rank	Level 1	Level 3	About Melbourne (Inner west) (n=14)	Sector average (n=365)
1	Communication	Lack of Communication - Family \ Carer \ Nominated Person	29%	12%
2	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person	14%	18%
3	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	14%	4%
4	Treatment	Dissatisfied with Discharge Plan	7%	6%
5	Treatment	ECT	7%	1%

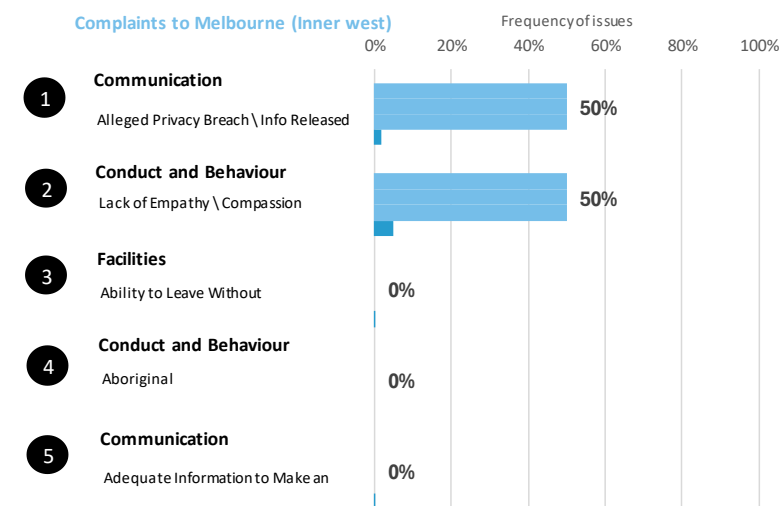
### Complaints to the MHC



### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Melbourne (n=2)	Sector average (n=481)
1	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff Without Consent	50%	2%
2	Conduct and Behaviour	Lack of Empathy \ Compassion	50%	5%
3	Facilities	Ability to Leave Without Agreement/Authority	0%	0%
4	Conduct and Behaviour	Aboriginal	0%	0%
5	Communication	Adequate Information to Make an Informed Decision not Provided	0%	0%

### Complaints to Melbourne (Inner west)





# Thank you

Contact us

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**Mental Health  
and Wellbeing**  
Commission

