

# Summary of service provider complaint report

## Mercy Health



# 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

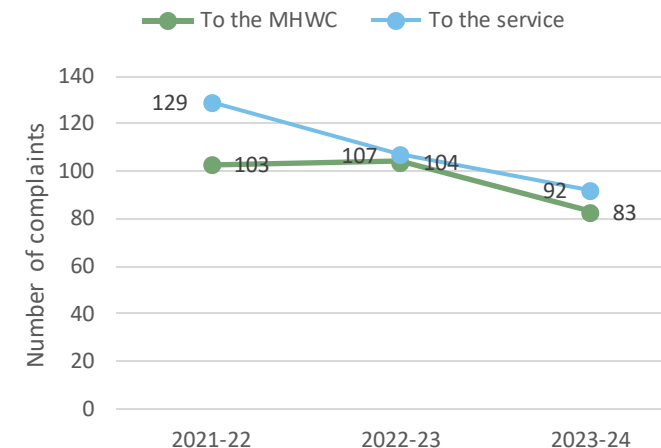
# How many complaints were made?

## Complaints about Mercy Health

The MHWC received **83** complaints about Mercy Health

Mercy Health received **92** complaints directly

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	103	104	83	-20%
To the service	129	107	92	-14%

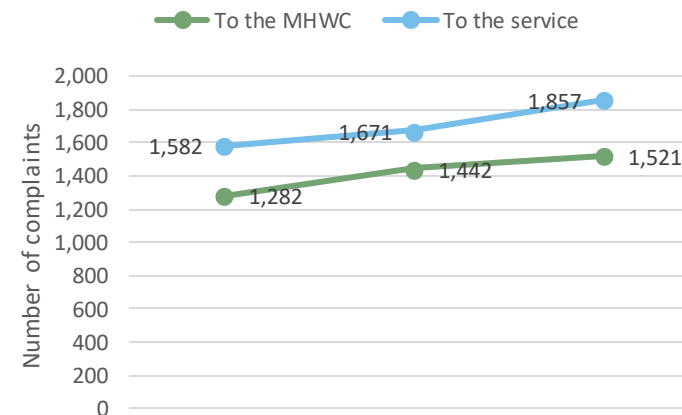


## Complaints across all services

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%

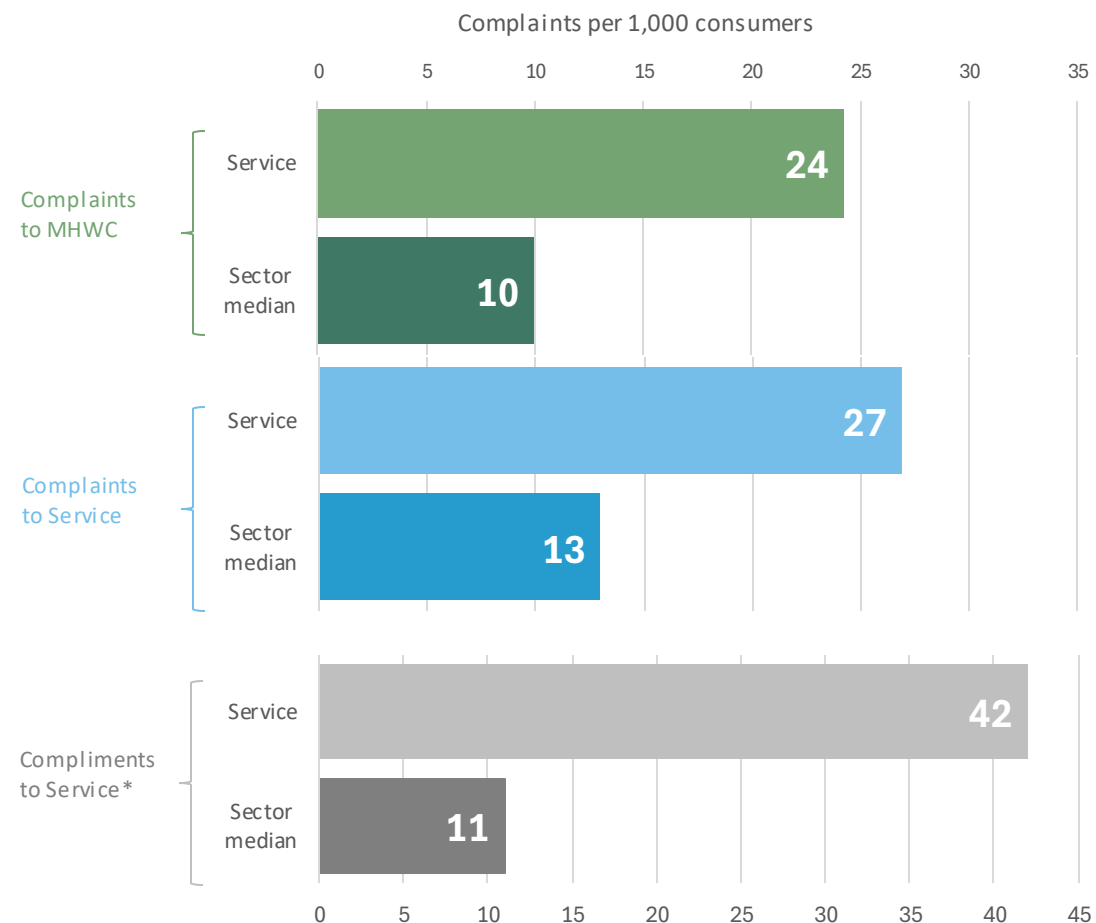


# Complaint rates

## 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 per 1,000		
Complaints to MHWC about service	consumers	Sample size
Mercy Health	24.2	83
Sector median	10.0	1,514
<b>Complaints directly to service</b>		
Mercy Health	26.9	92
Sector median	13.0	1,857
<b>Compliments directly to service</b>		
Mercy Health	42.0	42
Sector median	11.0	1,188



*\*Note: Not all services reported compliments, and services use different approaches to capture these data.*

# Who is making complaints?

## Complainant relationship to consumer

*This chart shows who made complaints about Mercy Health.*

*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 Mercy Health

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	67%	28%	5%	0%
Complaints directly to service	66%	21%	9%	4%

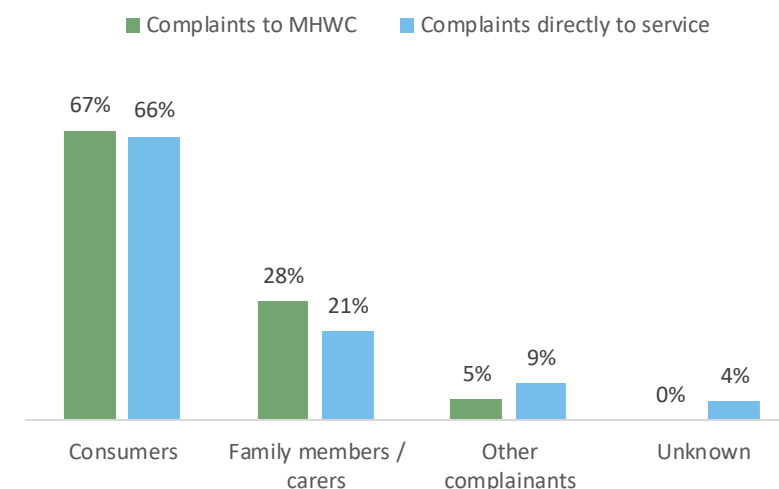
*This chart shows who made complaints about all service providers sector-wide.*

*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



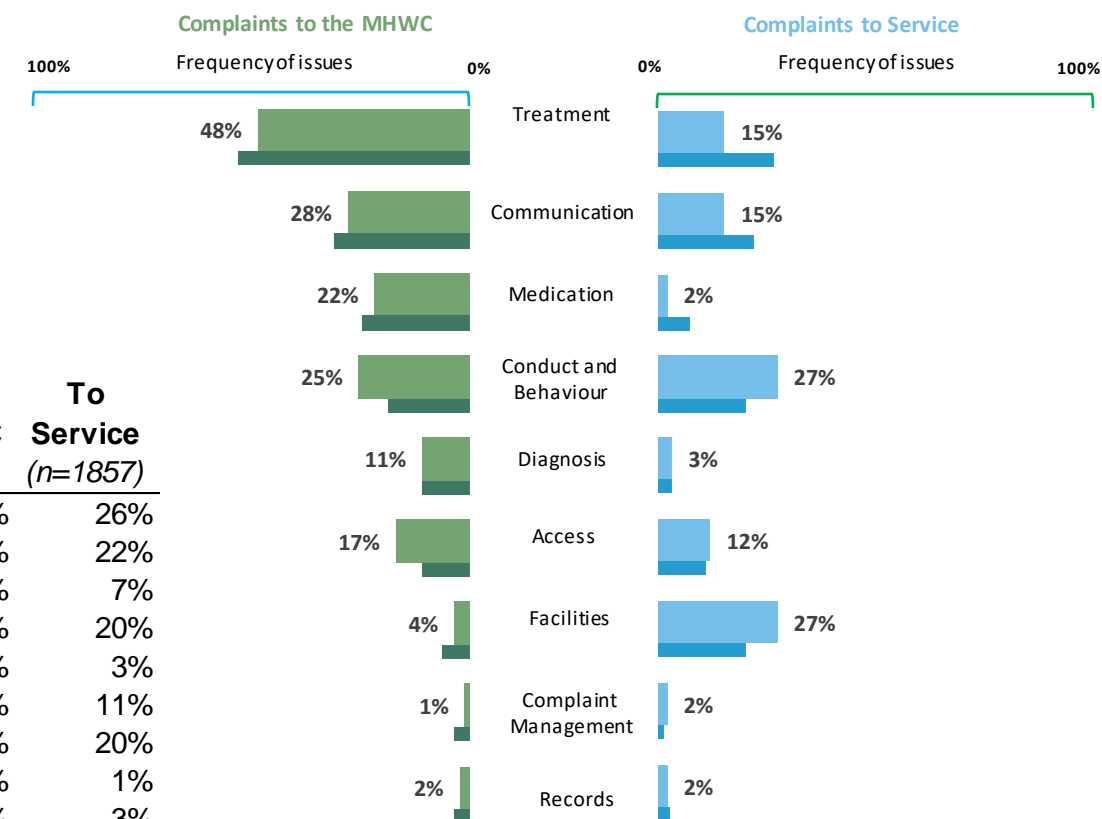
# What were complaints about?

## Level 1 issues raised about Mercy Health

*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 Mercy Health to the MHWC were Treatment and Communication*

*The most commonly raised issues for complaints about Mercy Health to the service were Conduct and Behaviour and Conduct and Behaviour*



Proportions of complaints with issue	Mercy Health		Sector averages	
	To MHWC (n=83)	To Service (n=92)	To MHWC (n=1521)	To Service (n=1857)
1 Treatment	48%	15%	53%	26%
2 Communication	28%	15%	31%	22%
3 Medication	22%	2%	25%	7%
4 Conduct and Behaviour	25%	27%	19%	20%
5 Diagnosis	11%	3%	11%	3%
6 Access	17%	12%	11%	11%
7 Facilities	4%	27%	7%	20%
8 Complaint Management	1%	2%	4%	1%
9 Records	2%	2%	4%	3%

# What were complaints about?

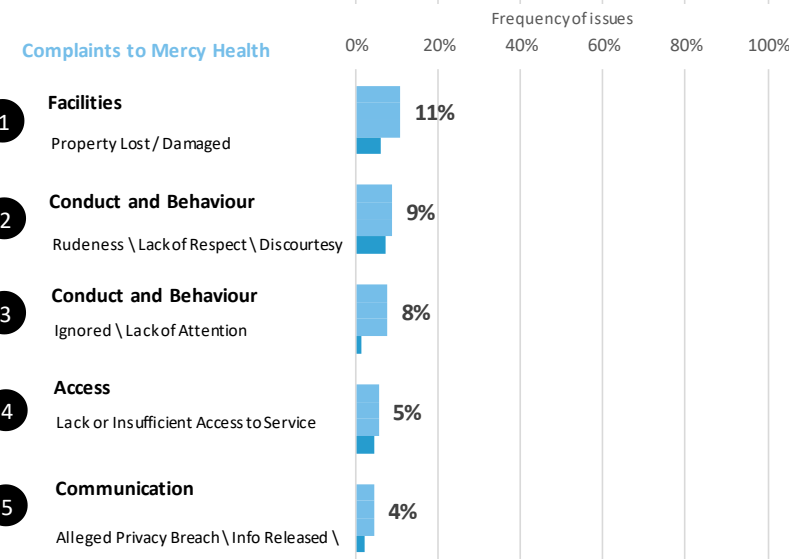
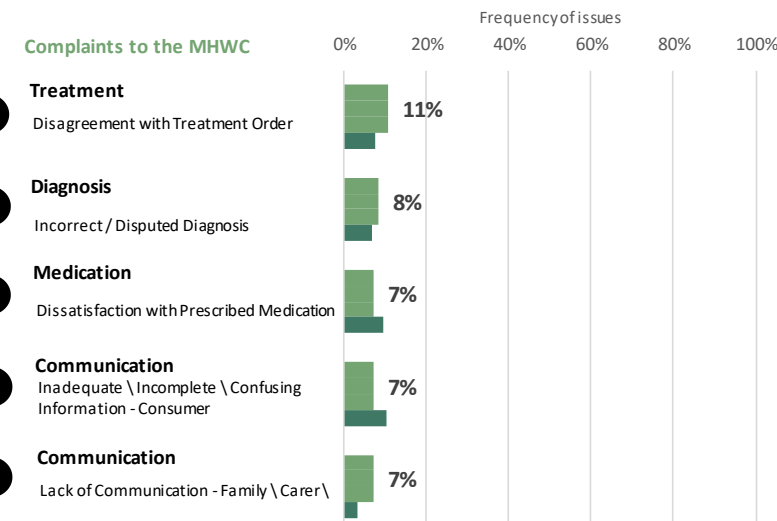
## Level 3 issues raised about Mercy Health

### Complaints to the MHWC

Rank	Level 1	Level 3	About Mercy Health (n=83)	Sector average (n=1521)
1	Treatment	Disagreement with Treatment Order	11%	8%
2	Diagnosis	Incorrect / Disputed Diagnosis	8%	7%
3	Medication	Dissatisfaction with Prescribed Medication	7%	9%
4	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	7%	10%
5	Communication	Lack of Communication - Family \ Carer \ Nominated Person	7%	3%

### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Mercy Health (n=92)	Sector average (n=1857)
1	Facilities	Property Lost / Damaged	11%	6%
2	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	9%	7%
3	Conduct and Behaviour	Ignored \ Lack of Attention	8%	1%
4	Access	Lack or Insufficient Access to Service	5%	5%
5	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff	4%	2%



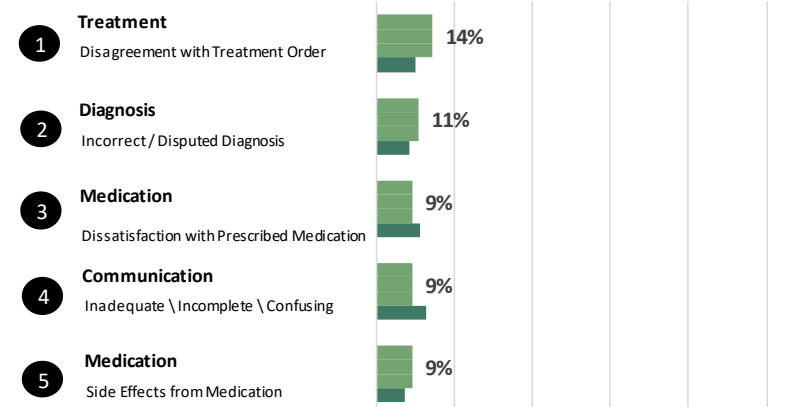
# What were consumer complaints about?

## Level 3 issues raised by consumers about Mercy Health

### Complaints to the MHWC

Rank	Level 1	Level 3	About Mercy Health (n=56)	Sector average (n=1110)
1	Treatment	Disagreement with Treatment Order	14%	10%
2	Diagnosis	Incorrect / Disputed Diagnosis	11%	8%
3	Medication	Dissatisfaction with Prescribed Medication	9%	11%
4	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	9%	13%
5	Medication	Side Effects from Medication	9%	7%

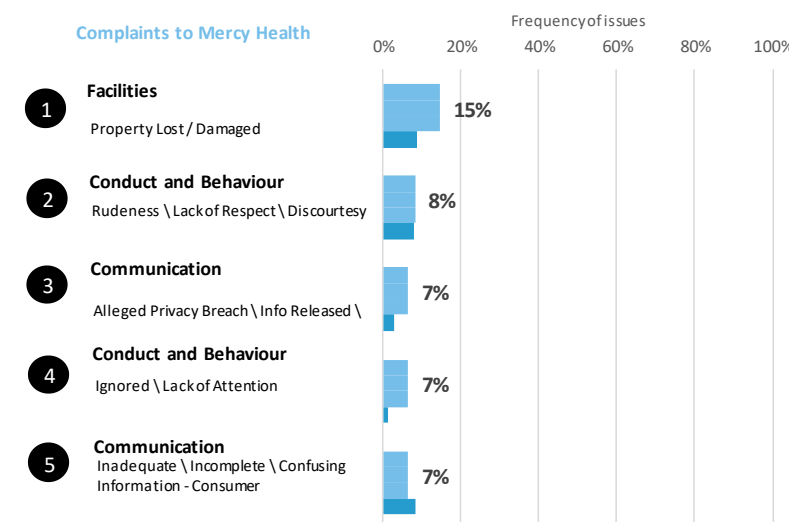
### Complaints to the MHWC



### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Mercy Health (n=61)	Sector average (n=1053)
	Facilities	Property Lost / Damaged	15%	9%
	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	8%	8%
	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff Without Consent	7%	3%
	Conduct and Behaviour	Ignored \ Lack of Attention	7%	1%
	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	7%	8%

### Complaints to Mercy Health



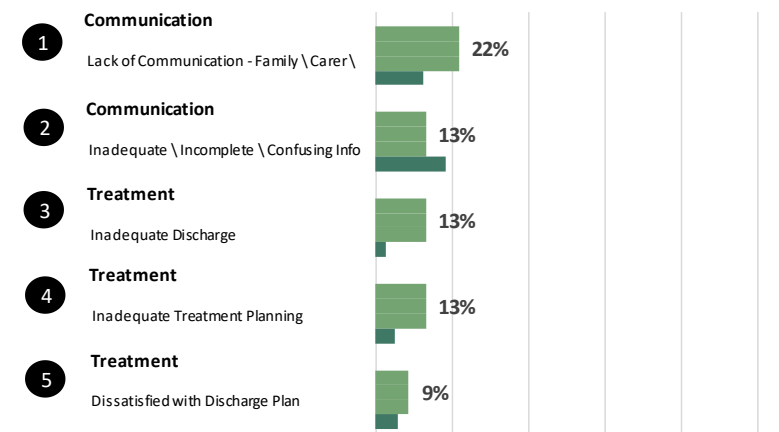
# What were carer complaints about?

## Level 3 issues raised by carers about Mercy Health

### Complaints to the MHC

Rank	Level 1	Level 3	About Mercy Health (n=23)	Sector average (n=365)
1	Communication	Lack of Communication - Family \ Carer \ Nominated Person	22%	12%
2	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person	13%	18%
3	Treatment	Inadequate Discharge	13%	3%
4	Treatment	Inadequate Treatment Planning	13%	5%
5	Treatment	Dissatisfied with Discharge Plan	9%	6%

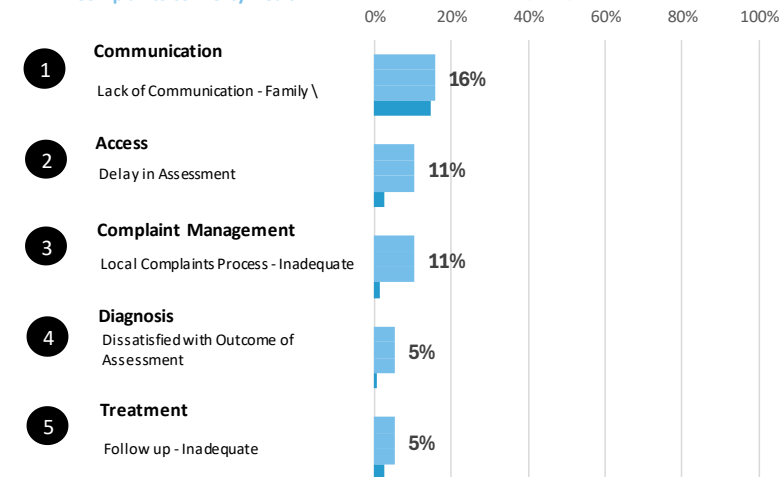
### Complaints to the MHC



### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Mercy Health (n=19)	Sector average (n=481)
1	Communication	Lack of Communication - Family \ Carer \ Nominated Person	16%	15%
2	Access	Delay in Assessment	11%	3%
3	Complaint Management	Local Complaints Process - Inadequate / No Response	11%	1%
4	Diagnosis	Dissatisfied with Outcome of Assessment	5%	1%
5	Treatment	Follow up - Inadequate	5%	2%

### Complaints to Mercy Health



# Outcomes of complaints

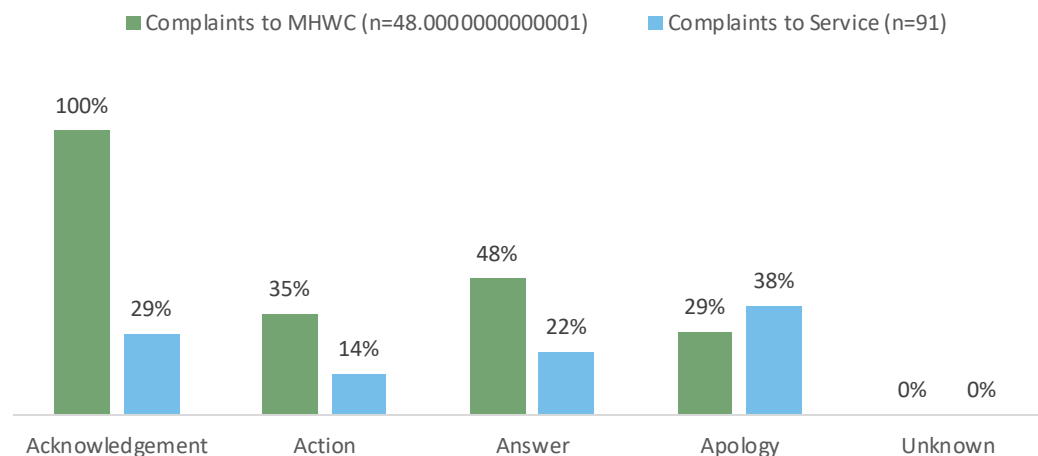
# What were the outcomes of complaints?

## Outcomes of closed complaints about Mercy Health

### Complaint outcomes for Mercy Health

*This analysis presents the outcomes for complaints to the MHWC or directly to service for Mercy Health.  
The figures shown are the proportion of complaints for which an outcome has been recorded.  
Outcomes of complaints are framed in terms of the 4A's model - acknowledgement, action, answers and apology.*

	Acknowledgement	Action	Answer	Apology	Unknown
Complaints to MHWC (n=48.000000000000001)	100%	35%	48%	29%	0%
Complaints to Service (n=91)	29%	14%	22%	38%	0%



# What actions were taken by the service?

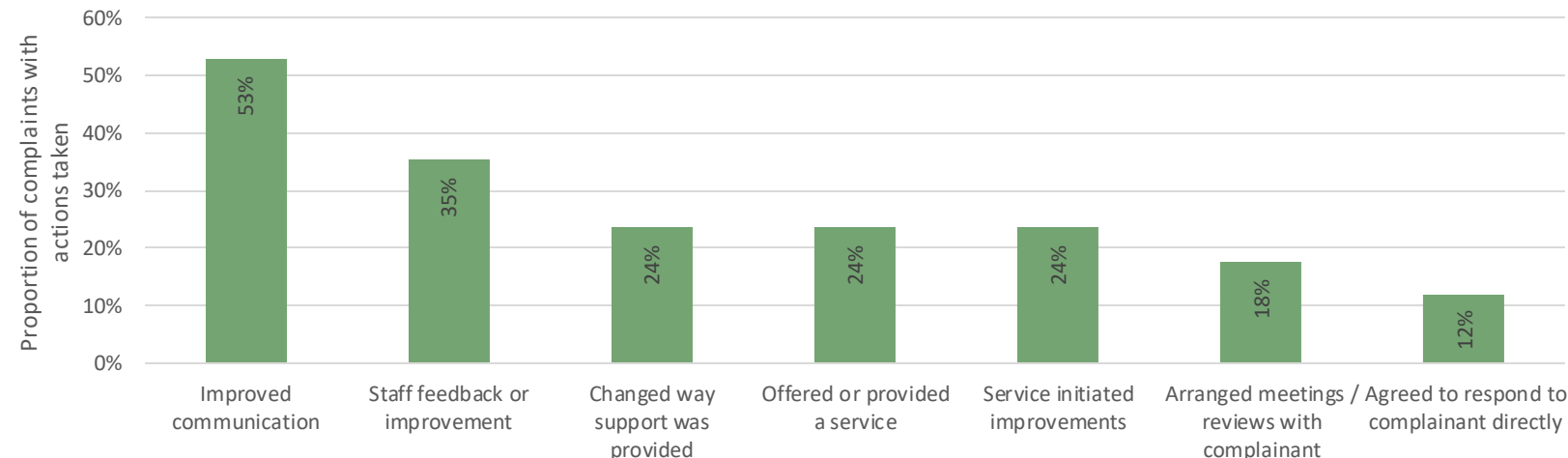
## Top actions taken by the service in response to complaints to the MHWC

### Actions taken to address complaints about Mercy Health

*This analysis shows the proportion of complaints resulting in each of the detailed actions that the MHWC records.*

*These data reflect when the service has agreed to take an action for a complaint raised with the MHWC (n=17)*

Rank	Detailed action	Proportion
1	Improved communication	53%
2	Staff feedback or improvement	35%
3	Changed way support was provided	24%
4	Offered or provided a service	24%
5	Service initiated improvements	24%
6	Arranged meetings / reviews with complainant	18%
7	Agreed to respond to complainant directly	12%





# Themes in compliments

# What were compliments about?

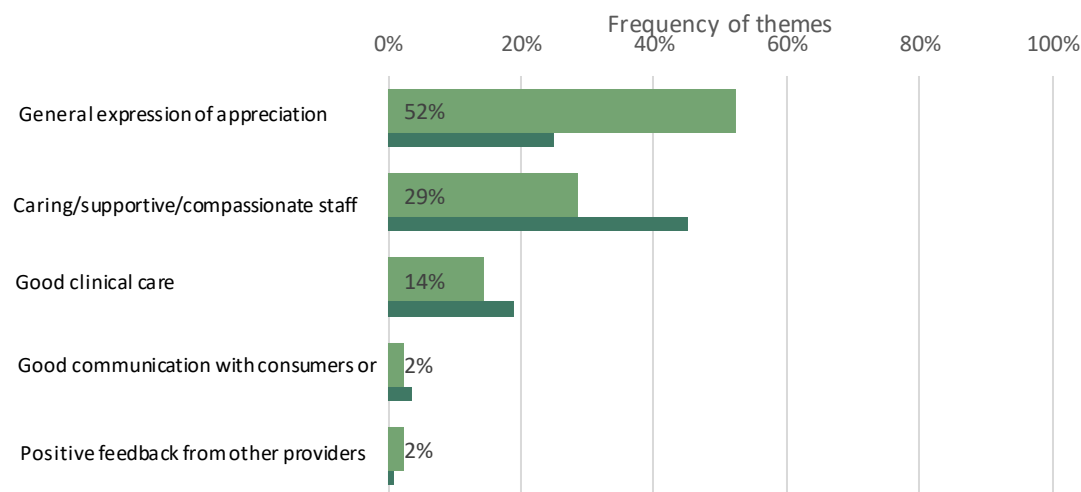
## Themes raised in compliments about Mercy Health

### Compliments to service

*This analysis shows the proportion of compliments by theme raised for Mercy Health*

*This is compared to the compliments received across all services across the sector.*

	Compliment	About Service	All services
1	General expression of appreciation	52%	25%
2	Caring/supportive/compassionate staff	29%	45%
3	Good clinical care	14%	19%
4	Good communication with consumers or carers	2%	4%
5	Positive feedback from other providers	2%	1%



# Thank you

Contact us

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**Mental Health  
and Wellbeing**  
Commission

