

# Summary of service provider complaint report

## Monash (Middle South)



# 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

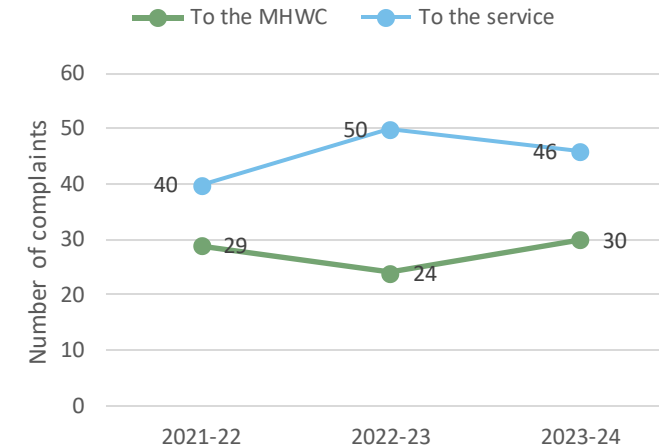
# How many complaints were made?

## Complaints about Monash (Middle South)

The MHWC received **30** complaints about Monash (Middle South)

Monash (Middle South) received **46** complaints directly

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	29	24	30	+25%
To the service	40	50	46	-8%

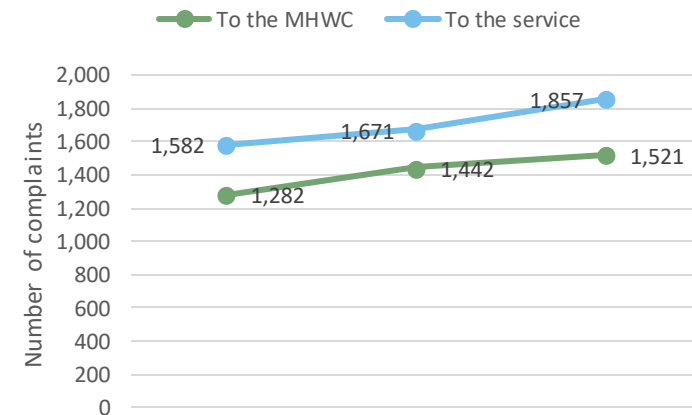


## Complaints across all services

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%

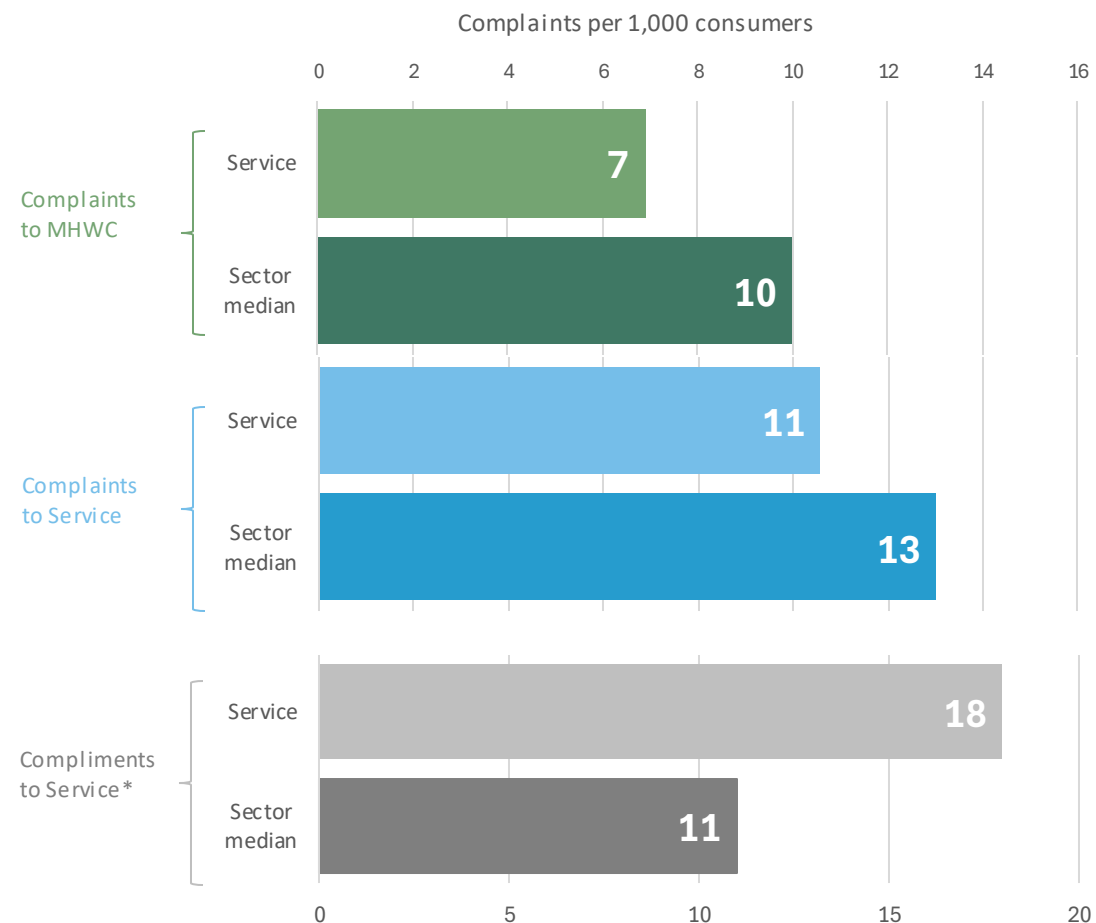


# Complaint rates

## 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
Monash (Middle South)	6.9	30
Sector median	10.0	1,514
<b>Complaints directly to service</b>		
Monash (Middle South)	10.6	46
Sector median	13.0	1,857
<b>Compliments directly to service</b>		
Monash (Middle South)	18.0	18
Sector median	11.0	1,188



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

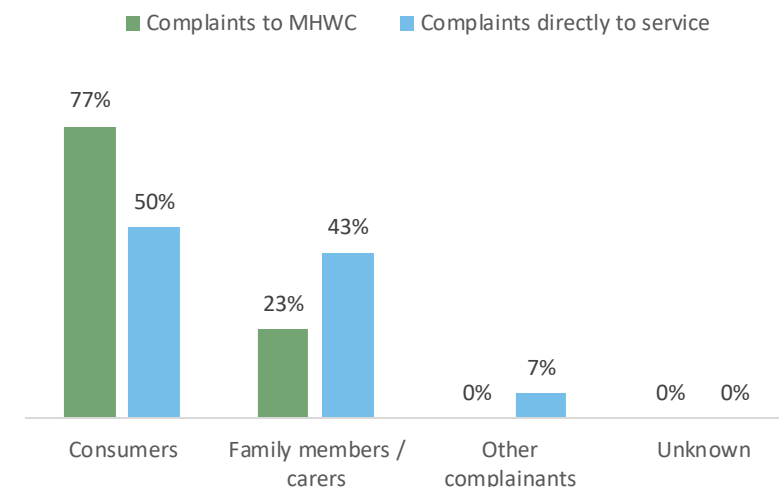
# Who is making complaints?

## Complainant relationship to consumer

*This chart shows who made complaints about Monash (Middle South).  
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 Monash (Middle South)

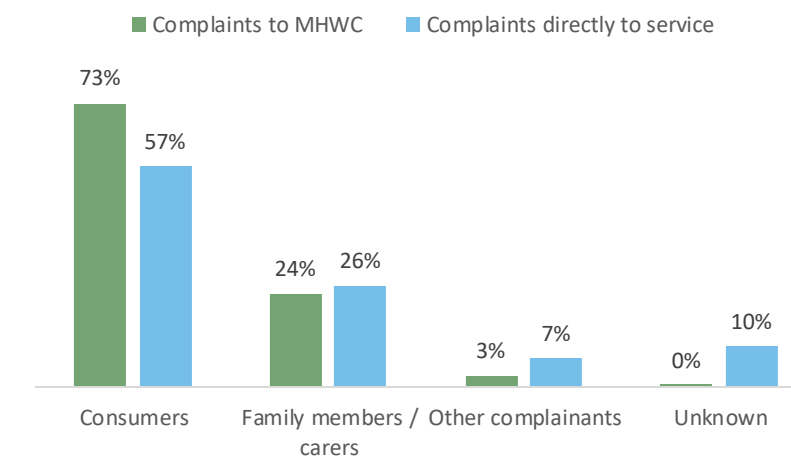
	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	77%	23%	0%	0%
Complaints directly to service	50%	43%	7%	0%



*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



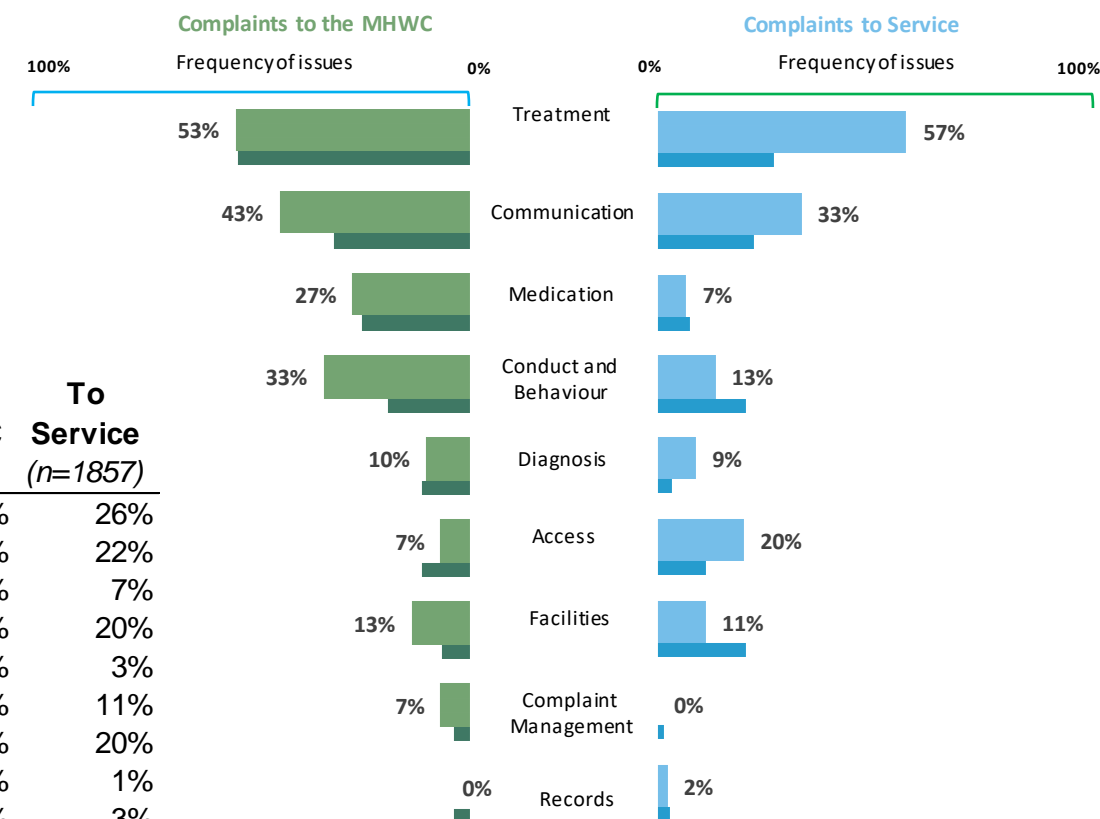
# What were complaints about?

## Level 1 issues raised about Monash (Middle South)

*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 Monash (Middle South) to the MHWC were Treatment and Communication*

*The most commonly raised issues for complaints about Monash (Middle South) to the service were Treatment and Communication*



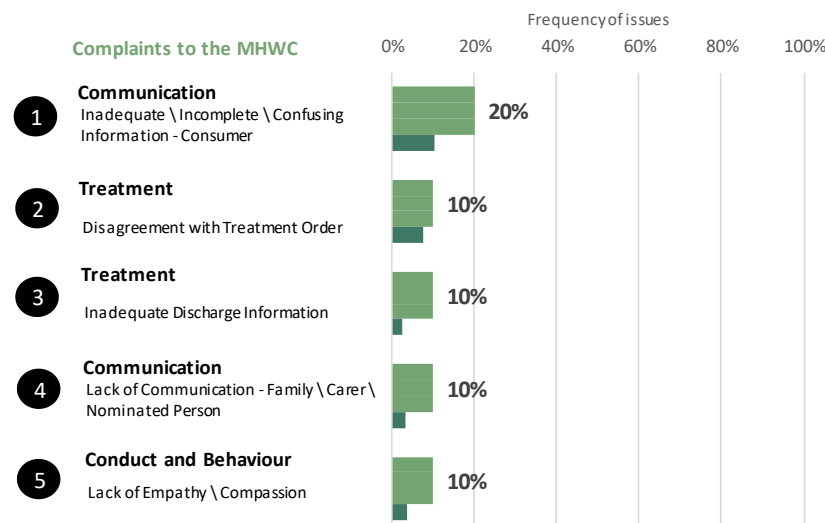
Proportions of complaints with issue	Monash (Middle South)		Sector averages	
	To MHWC (n=30)	To Service (n=46)	To MHWC (n=1521)	To Service (n=1857)
1 Treatment	53%	57%	53%	26%
2 Communication	43%	33%	31%	22%
3 Medication	27%	7%	25%	7%
4 Conduct and Behaviour	33%	13%	19%	20%
5 Diagnosis	10%	9%	11%	3%
6 Access	7%	20%	11%	11%
7 Facilities	13%	11%	7%	20%
8 Complaint Management	7%	0%	4%	1%
9 Records	0%	2%	4%	3%

# What were complaints about?

## Level 3 issues raised about Monash (Middle South)

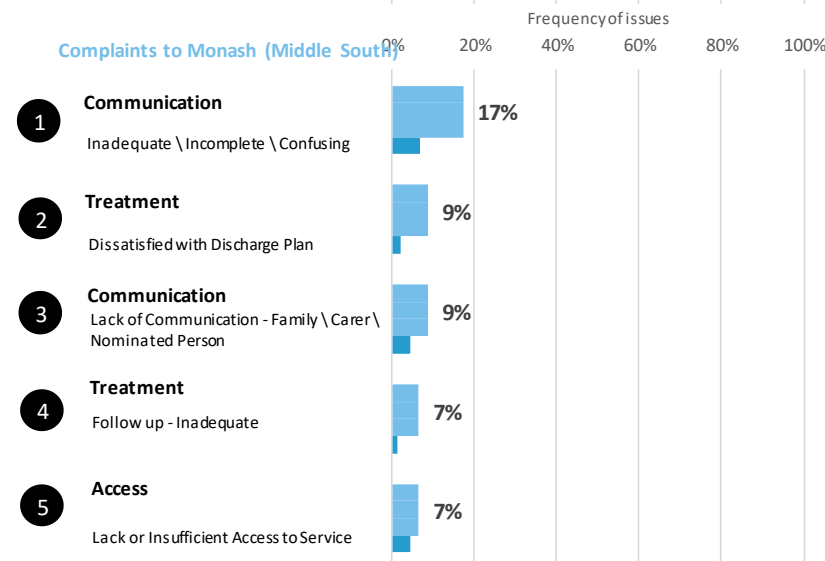
### Complaints to the MHWC

Rank	Level 1	Level 3	About Monash (Middle (n=30)	Sector average (n=1521)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	20%	10%
2	Treatment	Disagreement with Treatment Order	10%	8%
3	Treatment	Inadequate Discharge Information Communicated	10%	2%
4	Communication	Lack of Communication - Family \ Carer \ Nominated Person	10%	3%
5	Conduct and Behaviour	Lack of Empathy \ Compassion	10%	4%



### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Monash (Middle (n=46)	Sector average (n=1857)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	17%	7%
2	Treatment	Dissatisfied with Discharge Plan	9%	2%
3	Communication	Lack of Communication - Family \ Carer \ Nominated Person	9%	5%
4	Treatment	Follow up - Inadequate	7%	1%
5	Access	Lack or Insufficient Access to Service	7%	5%

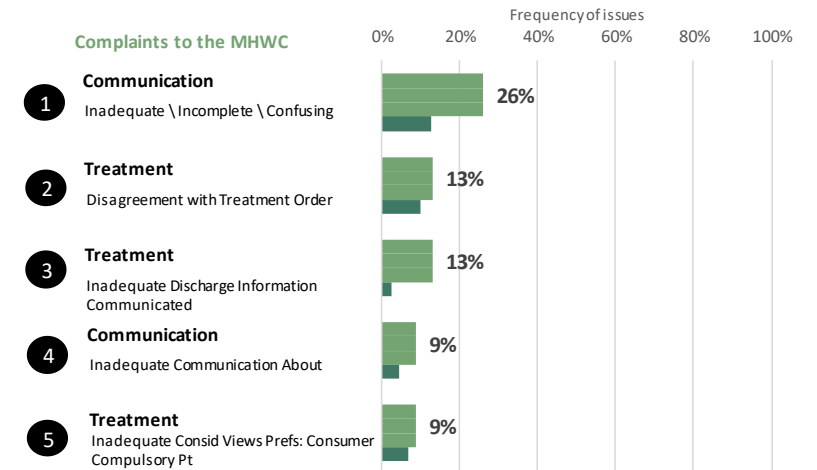


# What were consumer complaints about?

## Level 3 issues raised by consumers about Monash (Middle South)

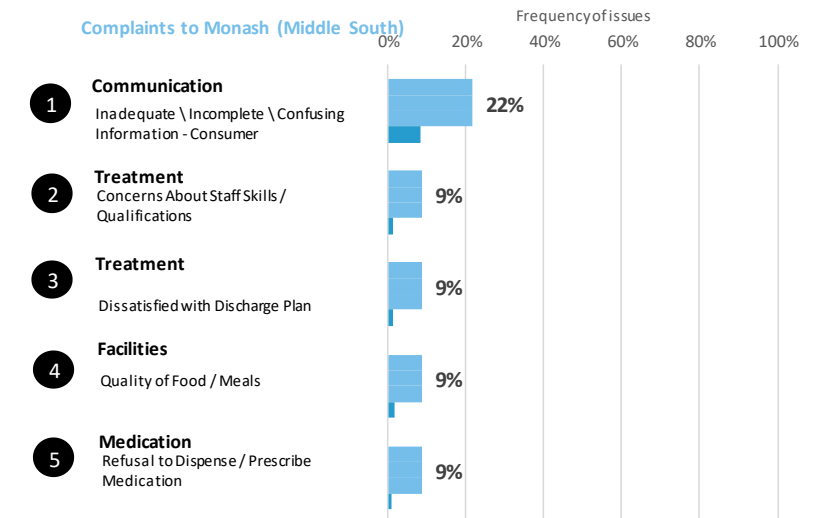
### Complaints to the MHWC

Rank	Level 1	Level 3	About Monash (Middle (n=23)	Sector average (n=1110)
1	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	26%	13%
2	Treatment	Disagreement with Treatment Order	13%	10%
3	Treatment	Inadequate Discharge Information Communicated	13%	2%
4	Communication	Inadequate Communication About Compulsory Status	9%	5%
5	Treatment	Inadequate Consid Views Prefs: Consumer Compulsory Pt	9%	7%



### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Monash (Middle (n=23)	Sector average (n=1053)
	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	22%	8%
	Treatment	Concerns About Staff Skills / Qualifications	9%	1%
	Treatment	Dissatisfied with Discharge Plan	9%	1%
	Facilities	Quality of Food / Meals	9%	2%
	Medication	Refusal to Dispense / Prescribe Medication	9%	1%



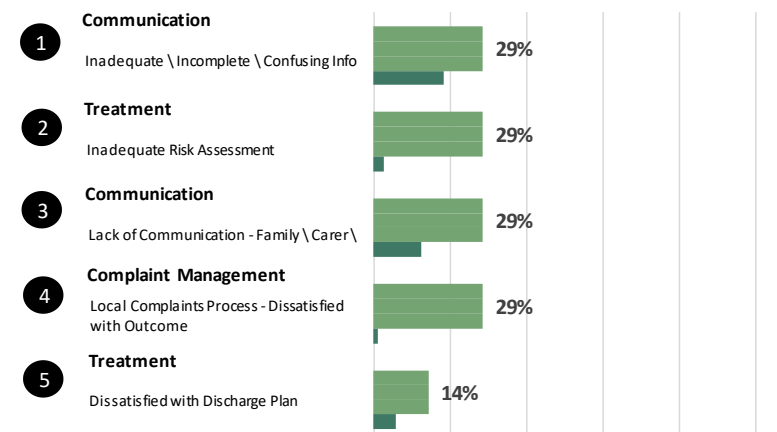
# What were carer complaints about?

## Level 3 issues raised by carers about Monash (Middle South)

### Complaints to the MHC

Rank	Level 1	Level 3	About Monash (Middle) (n=7)	Sector average (n=365)
1	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person	29%	18%
2	Treatment	Inadequate Risk Assessment	29%	3%
3	Communication	Lack of Communication - Family \ Carer \ Nominated Person	29%	12%
4	Complaint Management	Local Complaints Process - Dissatisfied with Outcome	29%	1%
5	Treatment	Dissatisfied with Discharge Plan	14%	6%

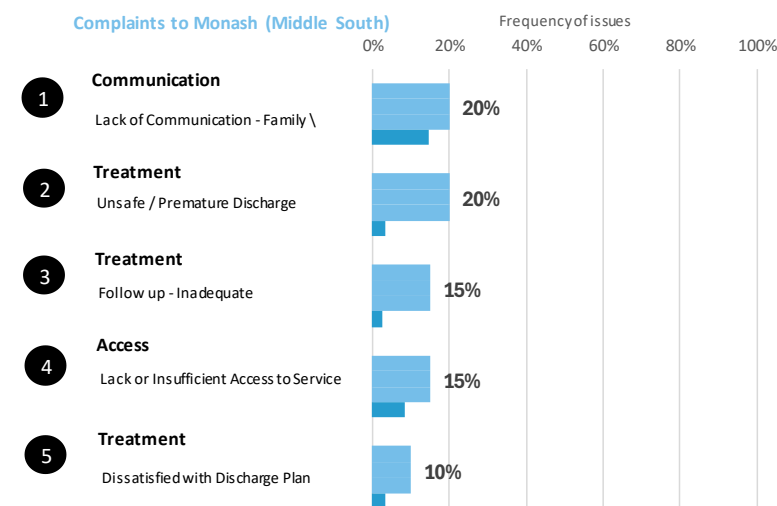
### Complaints to the MHC



### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Monash (Middle) (n=20)	Sector average (n=481)
1	Communication	Lack of Communication - Family \ Carer \ Nominated Person	20%	15%
2	Treatment	Unsafe / Premature Discharge	20%	4%
3	Treatment	Follow up - Inadequate	15%	2%
4	Access	Lack or Insufficient Access to Service	15%	9%
5	Treatment	Dissatisfied with Discharge Plan	10%	4%

### Complaints to Monash (Middle South)



# Outcomes of complaints

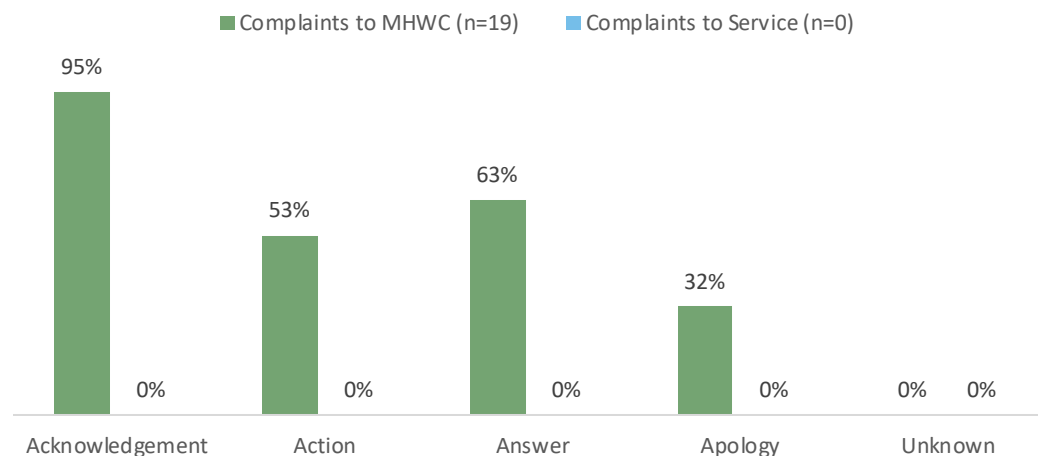
# What were the outcomes of complaints?

## Outcomes of closed complaints about Monash (Middle South)

### Complaint outcomes for Monash (Middle South)

*This analysis presents the outcomes for complaints to the MHWC or directly to service for Monash (Middle South). 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=19)	95%	53%	63%	32%	0%
Complaints to Service (n=0)	No outcomes available				



# 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 Monash (Middle South)

*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=10)*

Rank	Detailed action	Proportion
1	Agreed to respond to complainant directly	50%
2	Improved communication	30%
3	Service initiated improvements	30%
4	Staff feedback or improvement	30%
5	Changed way support was provided	20%
6	Conducted internal review	20%
7	Addressed safety / risk issues	10%





# Themes in compliments

# What were compliments about?

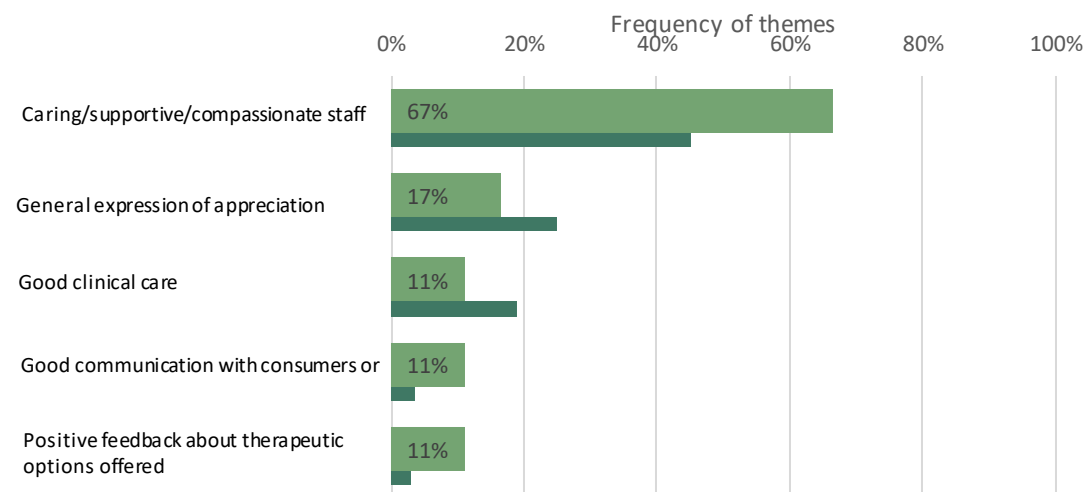
## Themes raised in compliments about Monash (Middle South)

### Compliments to service

*This analysis shows the proportion of compliments by theme raised for Monash (Middle South)*

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

	Compliment	About Service	All services
1	Caring/supportive/compassionate staff	67%	45%
2	General expression of appreciation	17%	25%
3	Good clinical care	11%	19%
4	Good communication with consumers or carers	11%	4%
5	Positive feedback about therapeutic options offered	11%	3%



# Thank you

Contact us

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**Mental Health  
and Wellbeing**  
Commission

