

Summary of service provider complaint report

Royal Children's Hospital



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

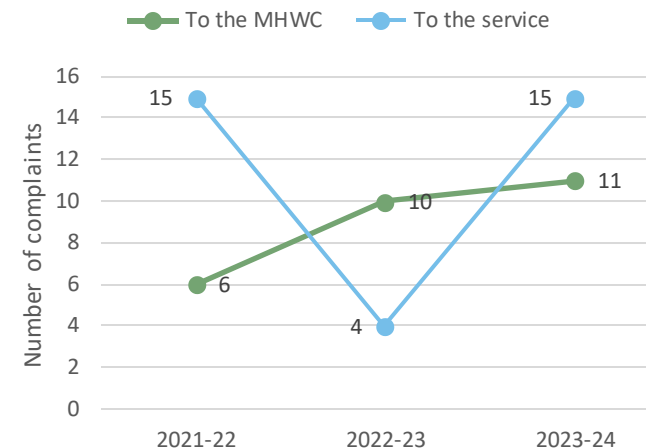
How many complaints were made?

Complaints about Royal Children's Hospital

The MHWC received **11** complaints about Royal Children's Hospital

Royal Children's Hospital received **15** complaints directly

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	6	10	11	+10%
To the service	15	4	15	+275%

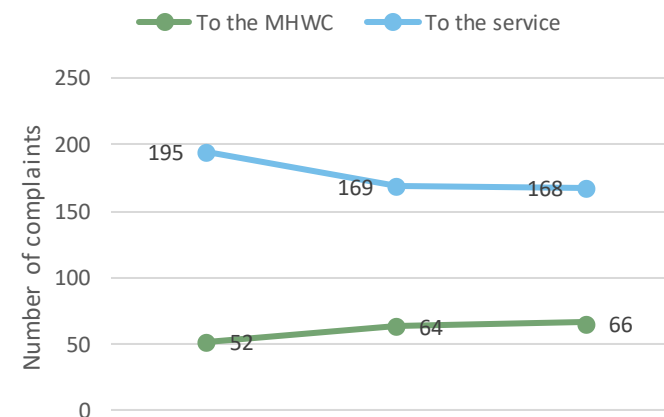


Complaints from services predominantly delivering to children and young people

Complaints to the MHWC increased by: **3%**

Complaints to service providers increased by: **-1%**

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	52	64	66	+3%
To the service	195	169	168	-1%



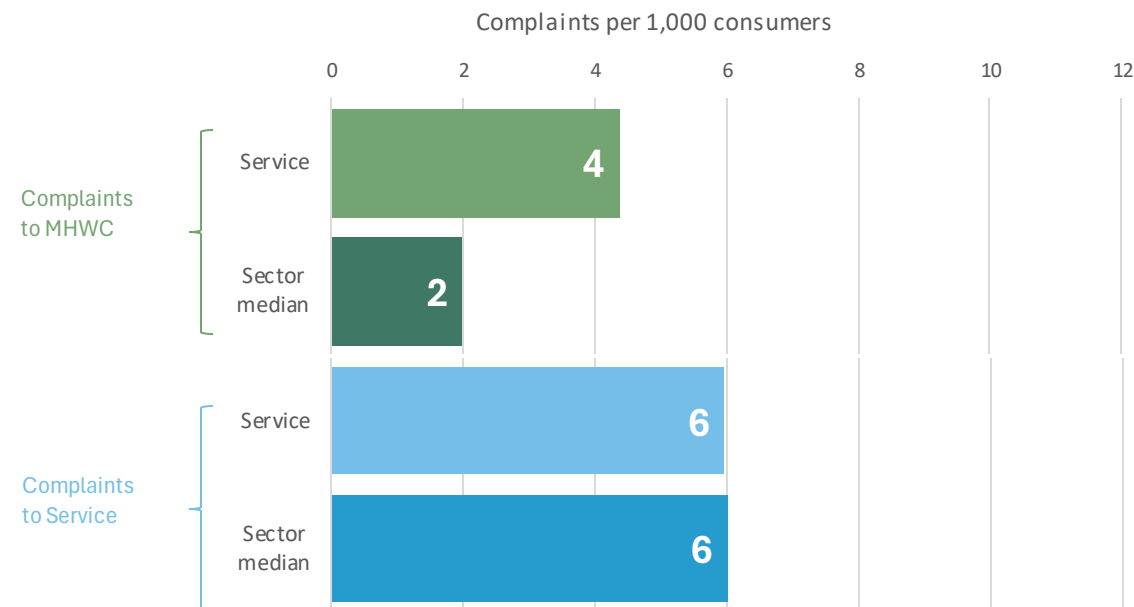
Complaint rates

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
Royal Children's Hospital	4.4	11
Sector median	2.0	59

Complaints directly to service	Complaints per 1,000 consumers	Sample size
Royal Children's Hospital	6.0	15
Sector median	6.0	109



Who is making complaints?

Complainant relationship to consumer

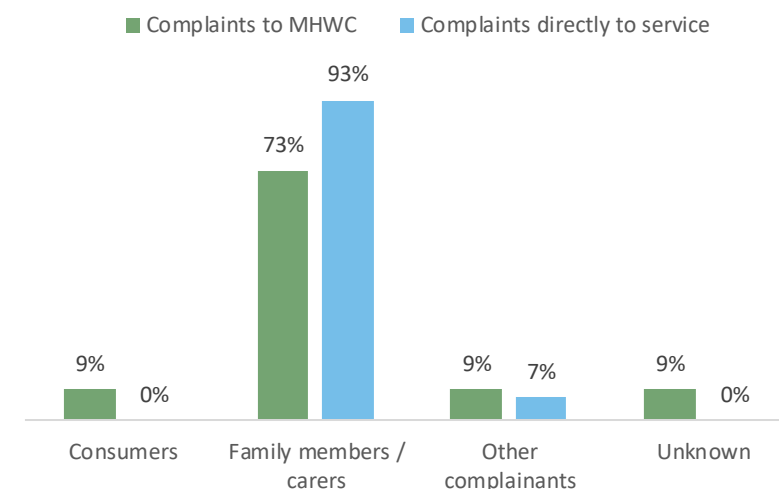
This chart shows who made complaints about Royal Children's Hospital.

For complaints to the MHWC the most complaints were made by Family members / carers.

For complaints directly to the service the most complaints were made by Family members / carers.

Complaints about Royal Children's Hospital

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	9%	73%	9%	9%
Complaints directly to service	0%	93%	7%	0%



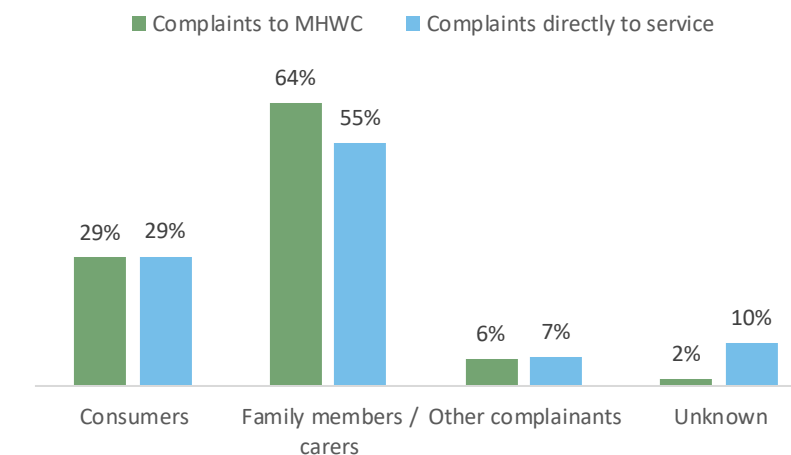
This chart shows who made complaints about all service providers sector-wide.

For complaints to the MHWC the most complaints were made by Family members / carers.

For complaints directly to the service the most complaints were made by Family members / carers.

Complaints about all service providers

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	29%	64%	6%	2%
Complaints directly to service	29%	55%	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 Royal Children's Hospital

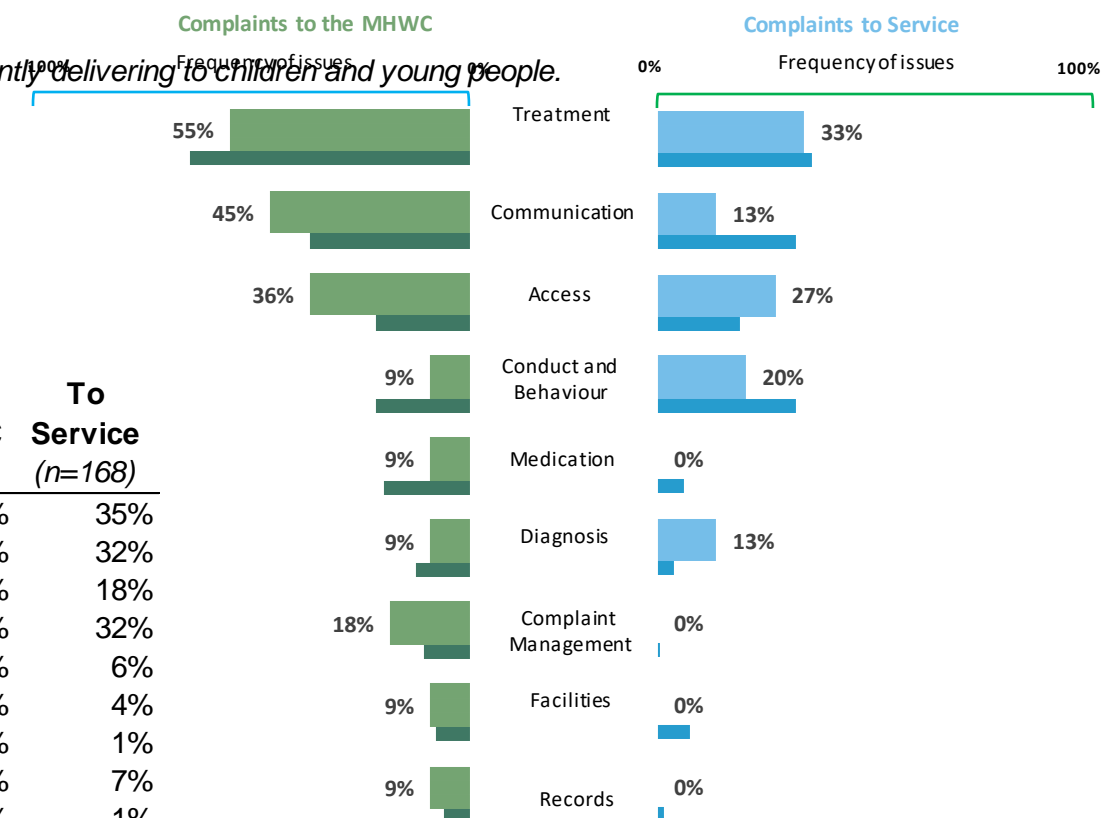
This chart shows the proportion of complaints that related to each level 1 issue.

It includes complaints made by all complainant types.

Sector averages are the total proportion across all complaints from services predominantly delivering to children and young people.

The most commonly raised issues for complaints about Royal Children's Hospital to the MHWC were Treatment and Communication

The most commonly raised issues for complaints about Royal Children's Hospital to the service were Treatment and Access



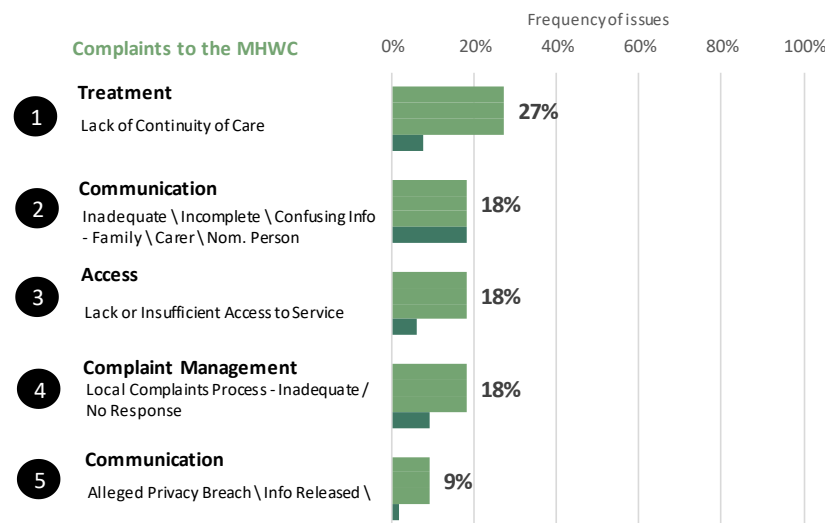
Proportions of complaints with issue	Royal Children's		Sector averages	
	To MHWC (n=11)	To Service (n=15)	To MHWC (n=66)	To Service (n=168)
1 Treatment	55%	33%	64%	35%
2 Communication	45%	13%	36%	32%
3 Access	36%	27%	21%	18%
4 Conduct and Behaviour	9%	20%	21%	32%
5 Medication	9%	0%	20%	6%
6 Diagnosis	9%	13%	12%	4%
7 Complaint Management	18%	0%	11%	1%
8 Facilities	9%	0%	8%	7%
9 Records	9%	0%	6%	1%

What were complaints about?

Level 3 issues raised about Royal Children's Hospital

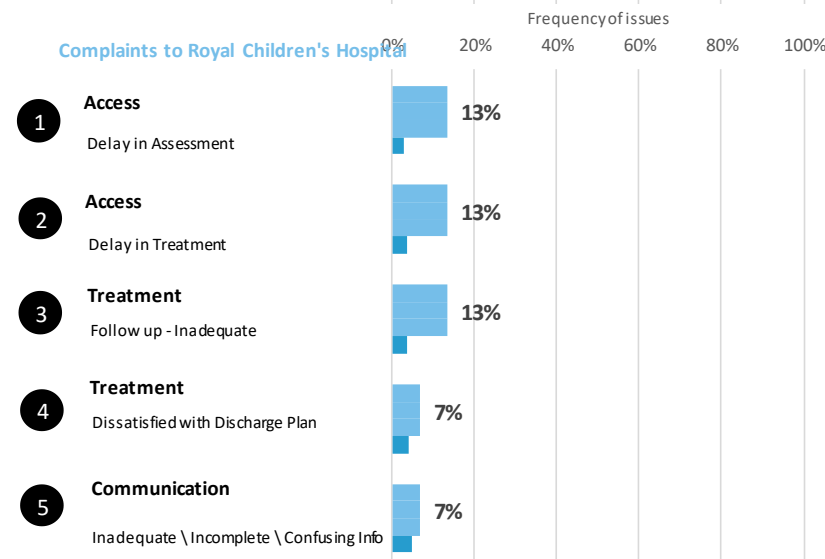
Complaints to the MHCW

Rank	Level 1	Level 3	About Royal Children's Hospital (n=11)	Sector average (n=66)
1	Treatment	Lack of Continuity of Care	27%	8%
2	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \	18%	18%
3	Access	Lack or Insufficient Access to Service	18%	6%
4	Complaint Management	Local Complaints Process - Inadequate / No Response	18%	9%
5	Communication	Alleged Privacy Breach \ Info Released \ Disclosed by Staff	9%	2%



Complaints directly to service

Rank	Level 1	Level 3	Complaints to Royal Children's (n=15)	Sector average (n=168)
1	Access	Delay in Assessment	13%	3%
2	Access	Delay in Treatment	13%	4%
3	Treatment	Follow up - Inadequate	13%	4%
4	Treatment	Dissatisfied with Discharge Plan	7%	4%
5	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \	7%	5%



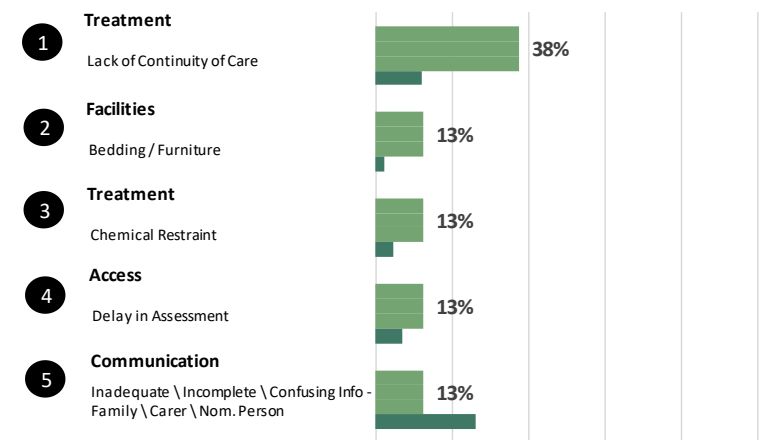
What were carer complaints about?

Level 3 issues raised by carers about Royal Children's Hospital

Complaints to the MHC

Rank	Level 1	Level 3	About Royal Children's Hospital (n=8)	Sector average (n=42)
1	Treatment	Lack of Continuity of Care	38%	12%
2	Facilities	Bedding / Furniture	13%	2%
3	Treatment	Chemical Restraint	13%	5%
4	Access	Delay in Assessment	13%	7%
5	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person	13%	26%

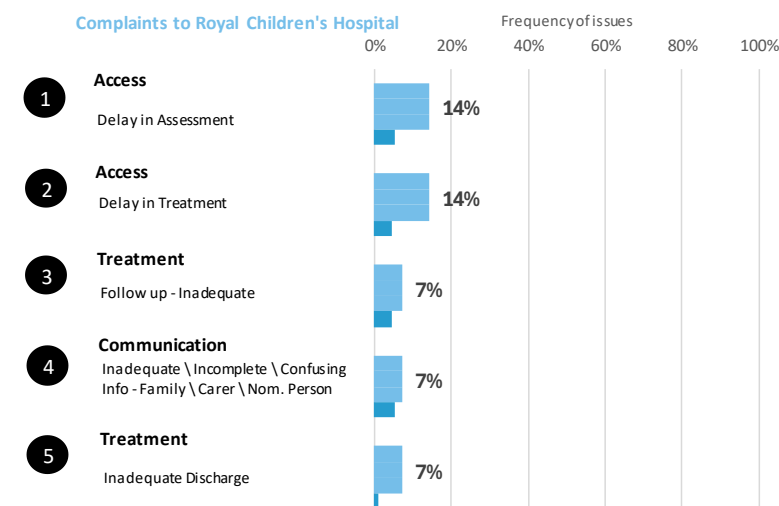
Complaints to the MHC



Complaints directly to service

Rank	Level 1	Level 3	Complaints to Royal Children's (n=14)	Sector average (n=92)
1	Access	Delay in Assessment	14%	5%
2	Access	Delay in Treatment	14%	4%
3	Treatment	Follow up - Inadequate	7%	4%
4	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person	7%	5%
5	Treatment	Inadequate Discharge	7%	1%

Complaints to Royal Children's Hospital



Outcomes of complaints

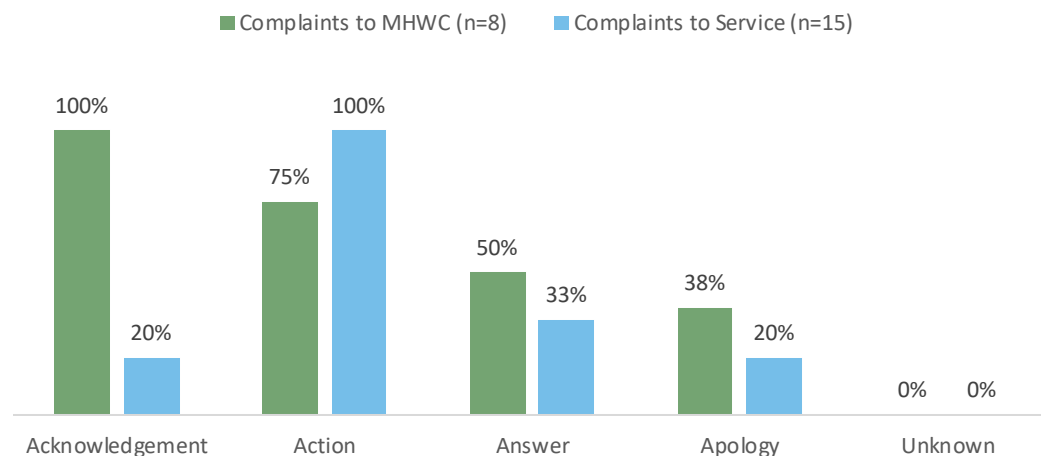
What were the outcomes of complaints?

Outcomes of closed complaints about Royal Children's Hospital

Complaint outcomes for Royal Children's Hospital

This analysis presents the outcomes for complaints to the MHWC or directly to service for Royal Children's Hospital. 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=8)	100%	75%	50%	38%	0%
Complaints to Service (n=15)	20%	100%	33%	20%	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 Royal Children's Hospital

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=6)

Rank	Detailed action	Proportion
1	Conducted internal review	33%
2	Service initiated improvements	33%
3	Addressed safety / risk issues	17%
4	Changed way support was provided	17%
5	Implemented recommendations	17%
6	Improved communication	17%
7	Offered or provided a service	17%



Thank you

Contact us

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**Mental Health
and Wellbeing**
Commission

