

# Summary of service provider complaint report

## Forensicare



# 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

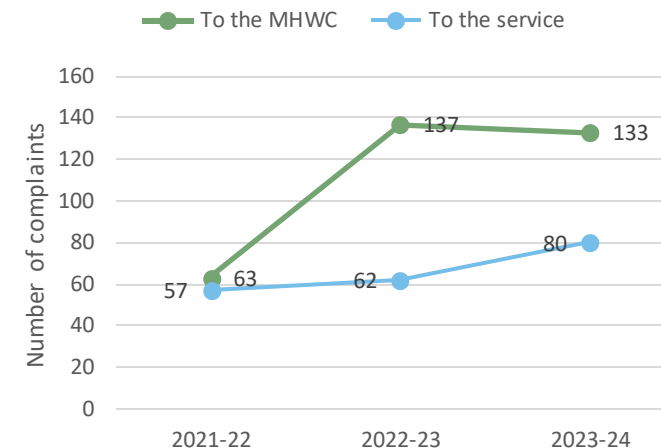
# How many complaints were made?

## Complaints about Forensicare

The MHWC received **133** complaints about Forensicare

Forensicare received **80** complaints directly

	2021-22	2022-23	2023-24	Change to 23-24
To the MHWC	63	137	133	-3%
To the service	57	62	80	+29%

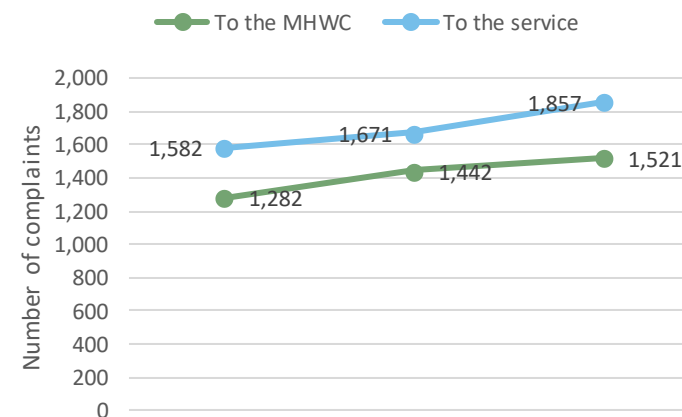


## Complaints across all services

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%

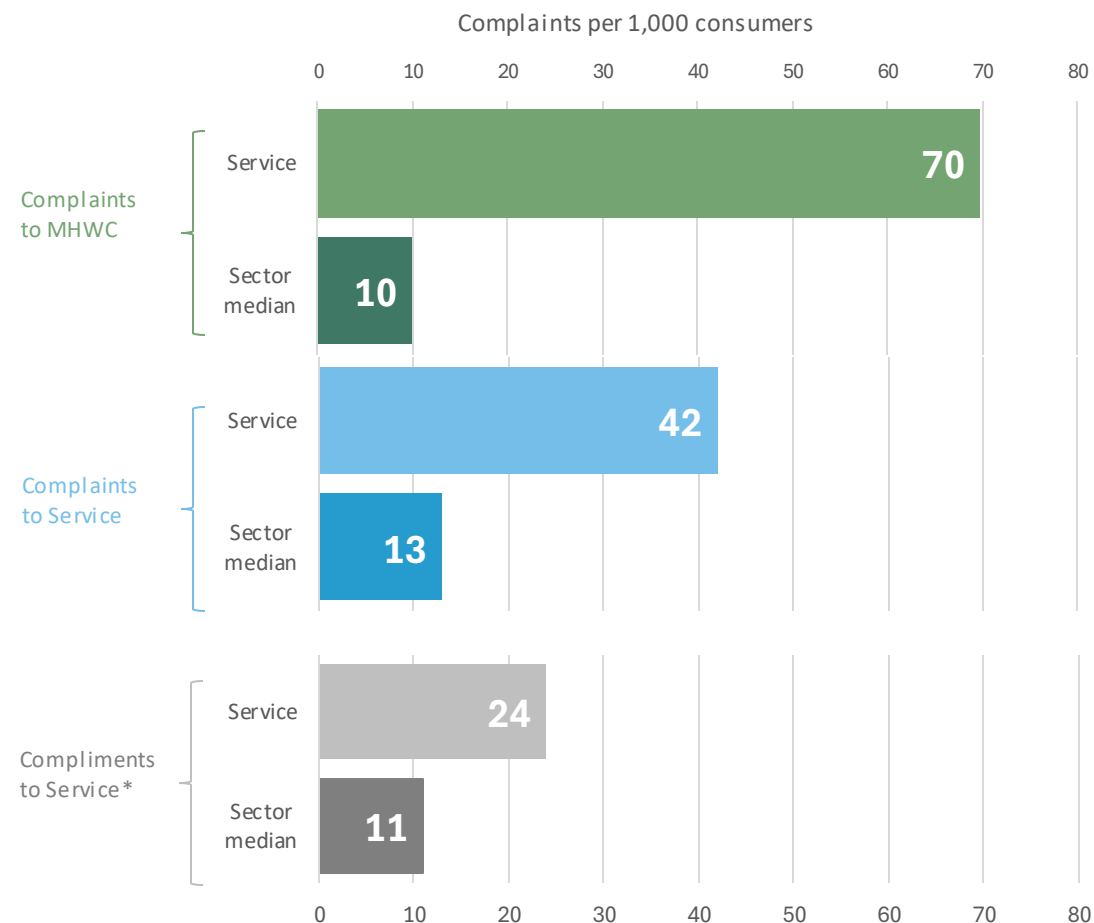


# Complaint rates

## 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
Forensicare	69.8	133
Sector median	10.0	1,514
<b>Complaints directly to service</b>		
Forensicare	42.0	80
Sector median	13.0	1,857
<b>Compliments directly to service</b>		
Forensicare	24.0	24
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 Forensicare.*

*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 Forensicare

	Consumers	Family members / carers	Other complainants	Unknown
Complaints to MHWC	92%	5%	2%	0%
Complaints directly to service	79%	16%	3%	3%

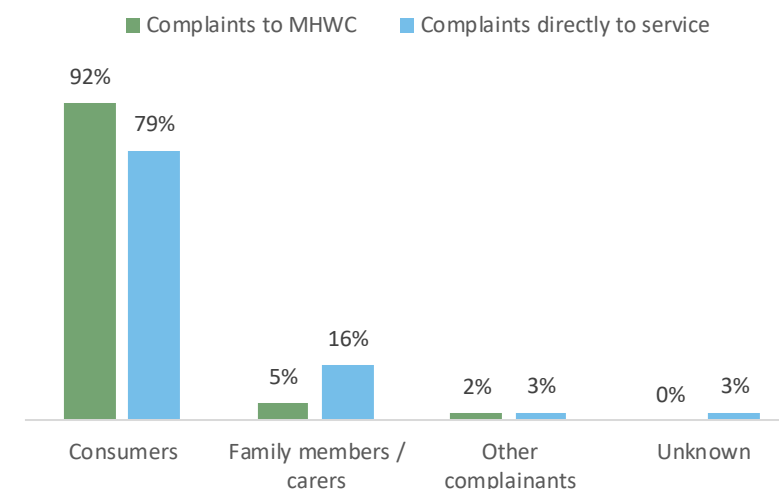
*This chart shows who made complaints about all service providers sector-wide.*

*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?

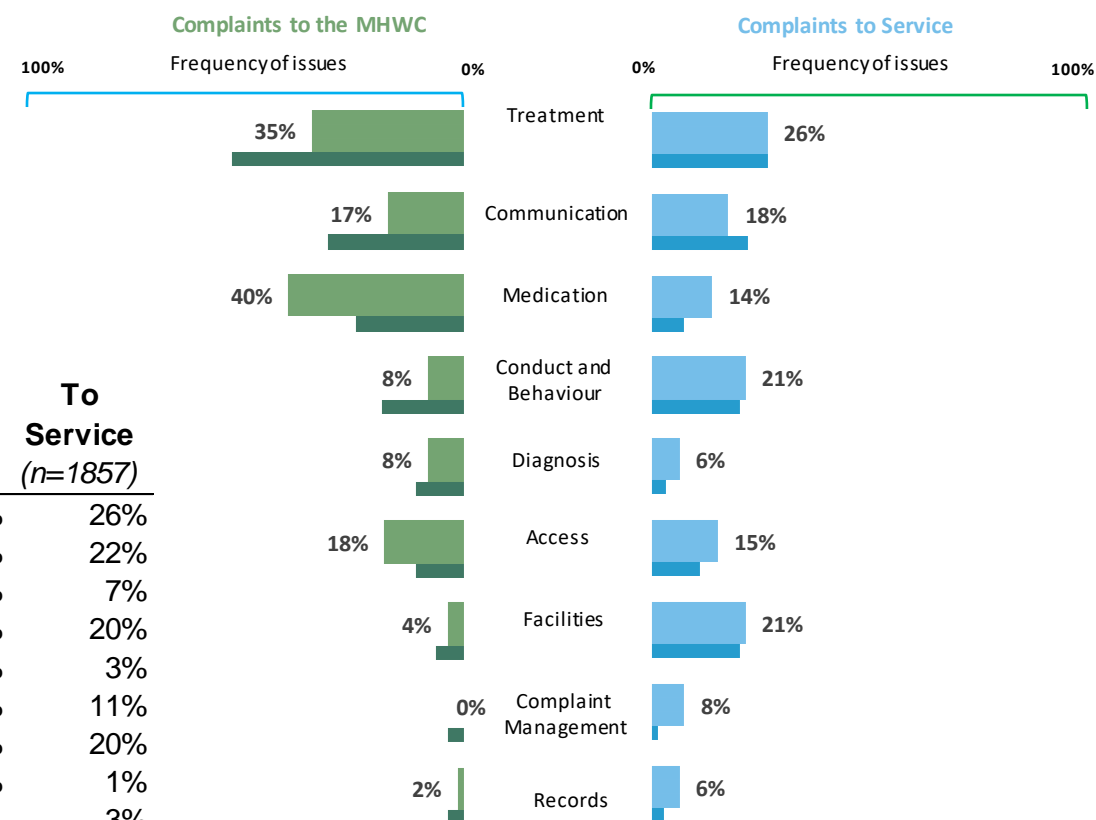
## Level 1 issues raised about Forensicare

*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 Forensicare to the MHC were Medication and Treatment*

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

Proportions of complaints with issue	Forensicare		Sector averages	
	To MHC (n=133)	To Service (n=80)	To MHC (n=1521)	To Service (n=1857)
1 Treatment	35%	26%	53%	26%
2 Communication	17%	18%	31%	22%
3 Medication	40%	14%	25%	7%
4 Conduct and Behaviour	8%	21%	19%	20%
5 Diagnosis	8%	6%	11%	3%
6 Access	18%	15%	11%	11%
7 Facilities	4%	21%	7%	20%
8 Complaint Management	0%	8%	4%	1%
9 Records	2%	6%	4%	3%



# What were complaints about?

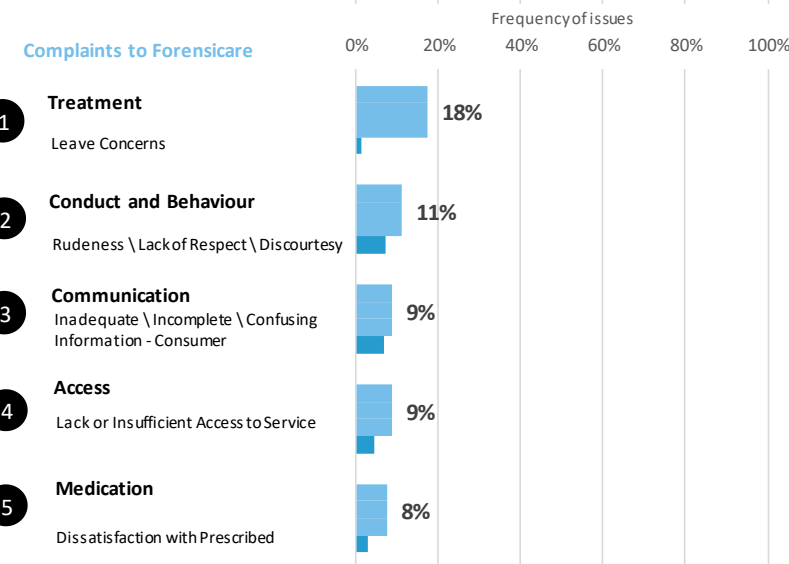
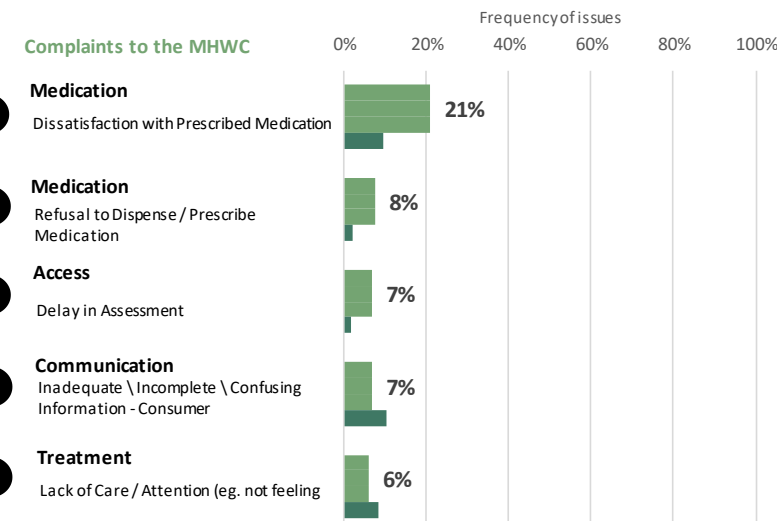
## Level 3 issues raised about Forensicare

### Complaints to the MHWC

Rank	Level 1	Level 3	About Forensicare (n=133)	Sector average (n=1521)
1	Medication	Dissatisfaction with Prescribed Medication	21%	9%
2	Medication	Refusal to Dispense / Prescribe Medication	8%	2%
3	Access	Delay in Assessment	7%	2%
4	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	7%	10%
5	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	6%	8%

### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Forensicare (n=80)	Sector average (n=1857)
1	Treatment	Leave Concerns	18%	1%
2	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	11%	7%
3	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	9%	7%
4	Access	Lack or Insufficient Access to Service	9%	5%
5	Medication	Dissatisfaction with Prescribed Medication	8%	3%

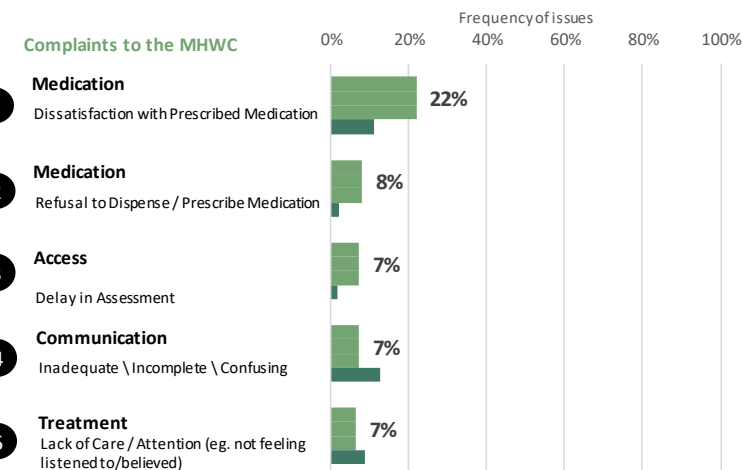


# What were consumer complaints about?

## Level 3 issues raised by consumers about Forensicare

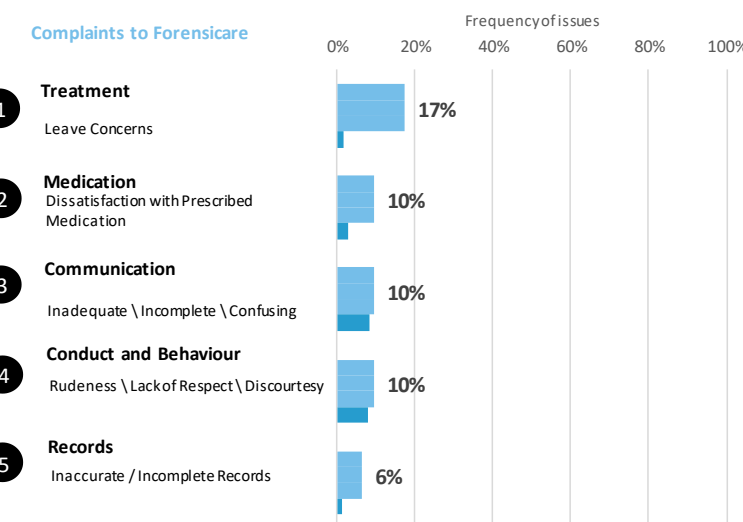
### Complaints to the MHWC

Rank	Level 1	Level 3	About Forensicare (n=123)	Sector average (n=1110)
1	Medication	Dissatisfaction with Prescribed Medication	22%	11%
2	Medication	Refusal to Dispense / Prescribe Medication	8%	2%
3	Access	Delay in Assessment	7%	2%
4	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	7%	13%
5	Treatment	Lack of Care / Attention (eg. not feeling listened to/believed)	7%	9%



### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Forensicare (n=63)	Sector average (n=1053)
	Treatment	Leave Concerns	17%	2%
	Medication	Dissatisfaction with Prescribed Medication	10%	3%
	Communication	Inadequate \ Incomplete \ Confusing Information - Consumer	10%	8%
	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	10%	8%
	Records	Inaccurate / Incomplete Records	6%	1%



# What were carer complaints about?

## Level 3 issues raised by carers about Forensicare

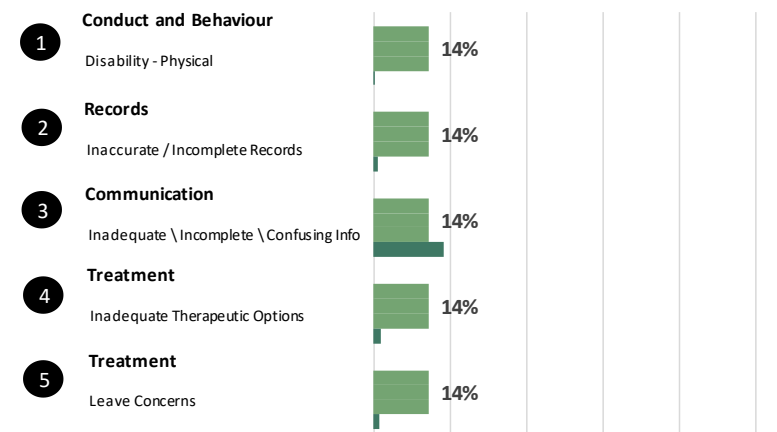
### Complaints to the MHWC

Rank	Level 1	Level 3	About Forensicare (n=7)	Sector average (n=365)
1	Conduct and Behaviour	Disability - Physical	14%	0%
2	Records	Inaccurate / Incomplete Records	14%	1%
3	Communication	Inadequate \ Incomplete \ Confusing Info - Family \ Carer \ Nom. Person	14%	18%
4	Treatment	Inadequate Therapeutic Options	14%	2%
5	Treatment	Leave Concerns	14%	1%

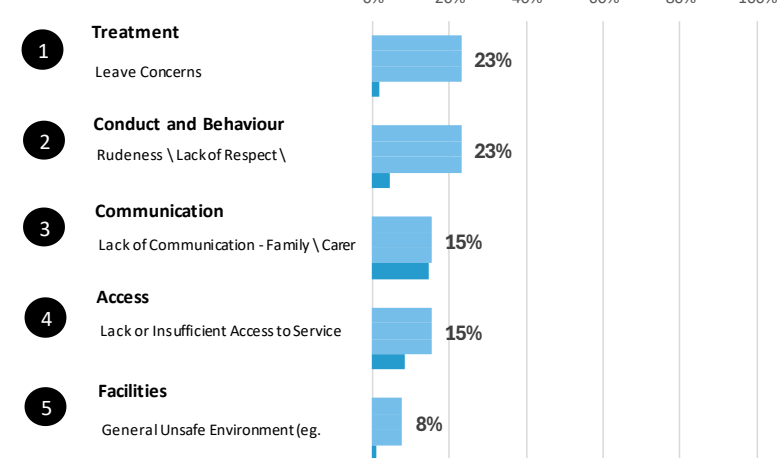
### Complaints directly to service

Rank	Level 1	Level 3	Complaints to Forensicare (n=13)	Sector average (n=481)
1	Treatment	Leave Concerns	23%	2%
2	Conduct and Behaviour	Rudeness \ Lack of Respect \ Discourtesy	23%	5%
3	Communication	Lack of Communication - Family \ Carer \ Nominated Person	15%	15%
4	Access	Lack or Insufficient Access to Service	15%	9%
5	Facilities	General Unsafe Environment (eg. Feeling Physically, Emotionally Unsafe)	8%	1%

### Complaints to the MHWC



### Complaints to Forensicare



# Outcomes of complaints

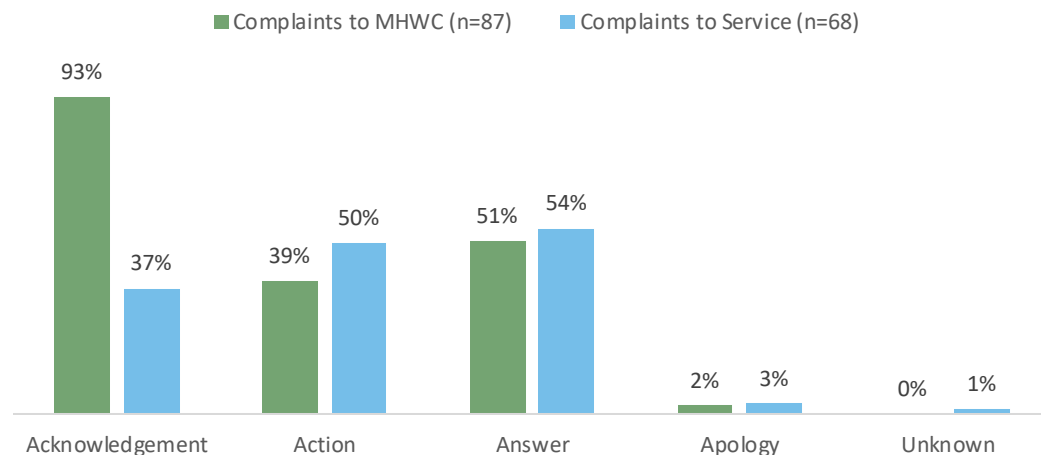
# What were the outcomes of complaints?

## Outcomes of closed complaints about Forensicare

### Complaint outcomes for Forensicare

*This analysis presents the outcomes for complaints to the MHWC or directly to service for Forensicare.  
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=87)	93%	39%	51%	2%	0%
Complaints to Service (n=68)	37%	50%	54%	3%	1%



# What actions were taken by the service?

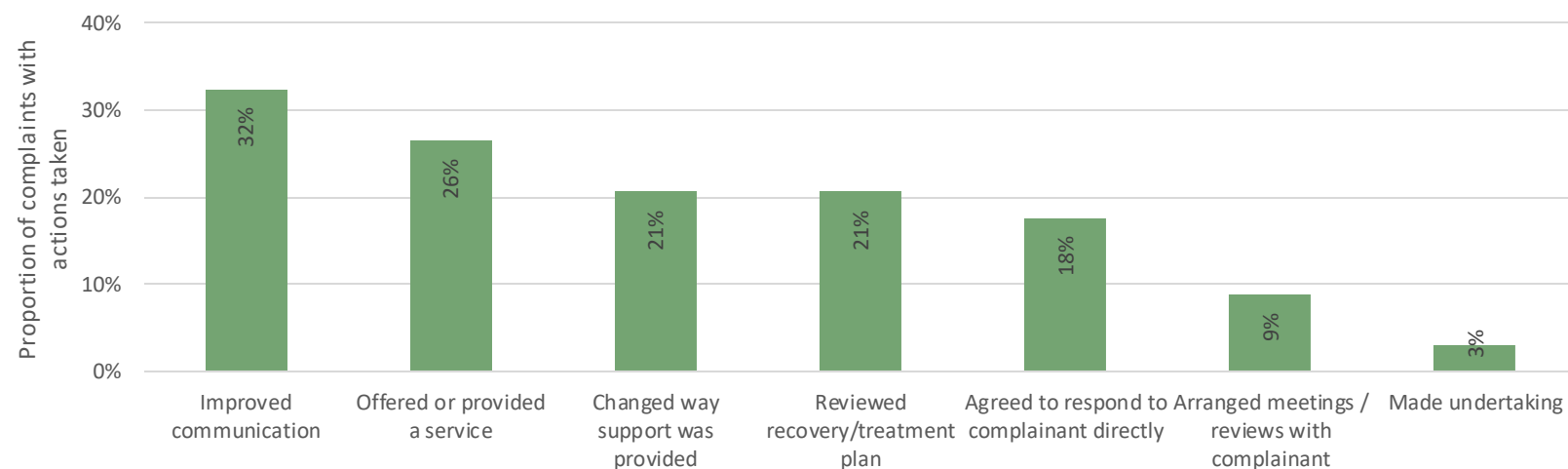
## Top actions taken by the service in response to complaints to the MHWC

### Actions taken to address complaints about Forensicare

*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=34)*

Rank	Detailed action	Proportion
1	Improved communication	32%
2	Offered or provided a service	26%
3	Changed way support was provided	21%
4	Reviewed recovery/treatment plan	21%
5	Agreed to respond to complainant directly	18%
6	Arranged meetings / reviews with complainant	9%
7	Made undertaking	3%





# Themes in compliments

# What were compliments about?

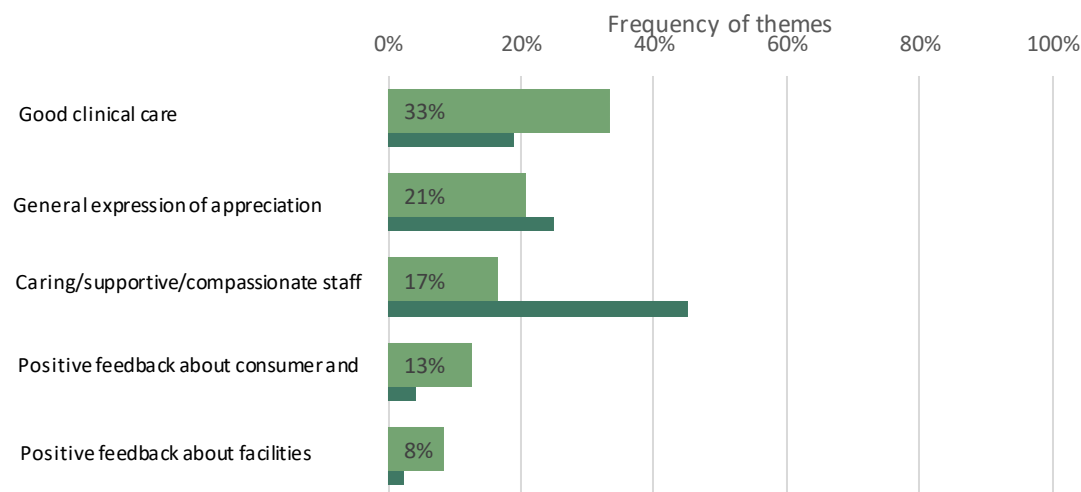
## Themes raised in compliments about Forensicare

### Compliments to service

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

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

	Compliment	About Service	All services
1	Good clinical care	33%	19%
2	General expression of appreciation	21%	25%
3	Caring/supportive/compassionate staff	17%	45%
4	Positive feedback about consumer and carer peer workers	13%	4%
5	Positive feedback about facilities	8%	2%



# Thank you

Contact us

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**Mental Health  
and Wellbeing**  
Commission

