



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2023-2024

Mr Mark Parton MLA (Chair), Ms Jo Clay MLA (Deputy Chair),
Mr Michael Pettersson MLA

ANSWER TO QUESTION ON NOTICE

MS LEANNE CASTLEY MLA: To ask the Minister for Mental Health

Reference: Health, Health system policy, planning and performance monitoring.

Hearing Date: 20/07/2023

In relation to: Comments, compliments, complaints

1. Could the Minister provide an update on the comments, compliments and complaints for each month from July 2022 to present (as presented in CHSFOI21-22.23, Page 35)

MINISTER DAVIDSON: The answer to the Member's question is as follows: –

1. From 1 July 2022 to 30 July 2023 inclusive, the Division of Mental Health, Justice Health, Alcohol and Drug Services received a total of 5,252 consumer comments, complaints and compliments of which the breakdown is provided below:

Month	Comment	Complaint	Compliment
Jul-22	13	166	187
Aug-22	10	231	182
Sep-22	7	189	152
Oct-22	10	187	162
Nov-22	8	208	195
Dec-22	4	155	236
Jan-23	9	192	102
Feb-23	9	170	189
Mar-23	23	204	242
Apr-23	14	157	212
May-23	20	207	234
Jun-23	19	270	250
Jul-23	17	179	231
Total	163	2,515	2,574

Source: Riskman Feedback Register – all priorities (including Ministerials and Human Rights Commission Complaints) Date Extracted: 31/7/23

The top three themes for complaints are tabled below, noting each complaint may have more than one theme:

Complaints Theme Group (top 3)	Total
Information / Communication / Education	1,382
Conduct	978
Access	866

Approved for circulation to the Select Committee on Estimates 2023-2024

Signature: 

Date: 2/8/23

By the Minister for Mental Health, Emma Davidson MLA