

*The total number of individual complaints that Medibank Health Solutions (MHS) have reported to Government about 1800RESPECT from 1 December 2014 to January 31 2017 and the types of complaints.*

MHS has reported a total of 65 individual complaints to the Department of Social Services (the Department) about 1800RESPECT from 1 October 2014 to 31 December 2016. The types of complaints included:

- clinical issues
- service issues
- Technical issues
- broader government policy, and
- issues unrelated to the service.

MHS reports its complaint data to the Department on a quarterly basis. As a result the Department is not able to extract complaint data from 1 December 2014 and has provided data for the entire quarter. MHS will provide January 2017 complaint data to the Department in the next quarterly report due in April 2017.