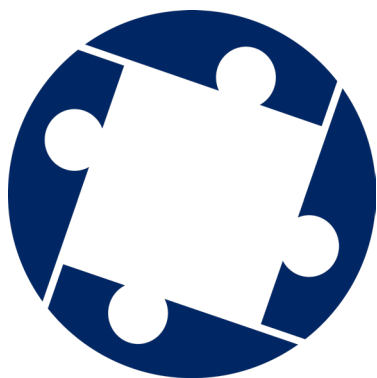




Health Complaints Commissioner Tasmania

Thursday, 6 November 2025

STATEMENT FROM HEALTH COMPLAINTS COMMISSIONER TASMANIA DR GRANT DAVIES

The Office of the Health Complaints Commissioner Tasmania 2024-25 Annual Report was tabled in State Parliament today. This report reflects the work of former Tasmanian Health Complaints Commissioner Mr Richard Connock, who retired on 11 July, and his team.

It is pleasing to see the progress the Office has made in recent years in reducing the backlog of complaints. In spite of an increase in complaints in 2024-25, as well as operating without a full cohort of staff for most of the year, the Office has reduced the number of complaints carried forward from previous years. The number of open cases at the end of 2024-25 was 46, a reduction of 39% from the previous year and almost 75% from 2022-23. This is due to process improvements, the development of decision-making frameworks, improved internal coordination and processes for identifying early resolution of complaints.

The 2024-25 reporting year saw a 7% increase in the volume of cases received by the Office indicating continued and consistent demand for our services. In the coming year, we will continue to progress with improvements to how services are delivered and work towards a new strategic plan.

Year at a glance (2024-25)

Approaches (enquiries and complaints)*		1232
Complaints*	454 opened	482 closed
Time taken*	409 closed in 45 days	25 closed in 90 days
	15 closed in 180 days	33 closed in more than 6 months
Enquiries	778 opened	777 closed
Notifications from AHPRA	167 received	166 closed

**Excluding notifications from the Australian Health Practitioner Regulation Agency (AHPRA)*

**Issued by Paula Catchpole on behalf of the Office of the Health Complaints Commissioner.
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