



---

Wednesday 23<sup>rd</sup> of November 2011

---

# Media Statement

**SIMON ALLSTON**  
Health Complaints Commissioner

---

## ANNUAL REPORT 2010-11

---

The Tasmanian Health Complaints Commissioner, Simon Allston, today tabled his Annual Report before both Houses of Parliament.

His report lists the following highlights –

- A 25% increase in complaints received
- A 27% increase in complaints closed
- A 21% increase in cases referred to conciliation
- Two major investigations completed
- Additional officer appointed in the Health Complaints team
- Good interaction with the Australian Health Practitioner Regulation Agency (AHPRA) during the first year of the national registration and accreditation scheme for health professionals
- Commencement of monthly complaint “clinics” at Risdon Prison

The full report can be seen on the Health Complaints Commissioner’s website at [www.healthcomplaints.tas.gov.au](http://www.healthcomplaints.tas.gov.au).

This is Mr Allston’s last report in this role. He is retiring as Tasmanian Ombudsman and Health Complaints Commissioner with effect from 1 February 2012, to pursue a range of private interests.

---

Contact Officer: Simon Allston - Phone on 6233 8967