



## Complaints Summary

Complaints are categorised according to the source of the complaint. A description of the types of complaints is in the table footnotes.

### 2018-2019 financial year

Category	Jul-Dec 2017	Jan-Jun 2018	Full Year Total
Client <sup>1</sup>	11	9	20
Provider <sup>2</sup>	12	20	32
Public <sup>3</sup>	0	0	0
<b>Total</b>	<b>23</b>	<b>29</b>	<b>52</b>

### 2017-2018 financial year

Category	Jul-Dec 2017	Jan-Jun 2018	Full Year Total
Client <sup>1</sup>	17	18	35
Provider <sup>2</sup>	18	29	47
Public <sup>3</sup>	2	0	2
<b>Total</b>	<b>37</b>	<b>47</b>	<b>84</b>

### 2016-2017 financial year

Category	Jul-Dec 2016	Jan-Jun 2017	Full Year Total
Client <sup>1</sup>	39	26	65
Provider <sup>2</sup>	22	13	35
Public <sup>3</sup>		1	1
<b>Total</b>	<b>61</b>	<b>40</b>	<b>101</b>

### 2015-2016 financial year

Category	Jul-Dec 2015	Jan-Jun 2016	Full Year Total
Client <sup>1</sup>	38	55	93
Provider <sup>2</sup>	2	13	15
Public <sup>3</sup>	6	5	11
<b>Total</b>	<b>46</b>	<b>63</b>	<b>119</b>

### 2014-2015 financial year

Category	Jul-Dec 2014	Jan-Jun 2015	Full Year Total
Client <sup>1</sup>	46	52	98
Provider <sup>2</sup>	0	22	22
Public <sup>3</sup>	0	5	5
<b>Total</b>	<b>46</b>	<b>79</b>	<b>125</b>

## Notes

1. A client complaint may be about advertising, relocations, expectations about devices or services not being met, maintenance, multiple repairs, and access to partially subsidised devices, pressure to purchase a partially subsidised device, service delivery or Hearing Services Program legislation or policy.
2. A service provider complaint may be about advertising and marketing, inadequate service delivery or Hearing Service Program legislation or policy, relocation issues, incentives and commissions, or any other relevant complaint.
3. A complaint from a member of the public may be about advertising and over servicing, eligibility or any other concerns relating to the Hearing Services Program.