

# Overview of practitioners and complaints in 2019/20



**31**

**cases were open**  
at the beginning  
of the year



**32**

**complaints were received**  
about 31 Chinese medicine  
practitioners



**37**

**cases were closed**  
during the year



**26**

**cases were open**  
at the end of the year

There were no mandatory  
notifications about Chinese  
medicine practitioners

**Complaints were mainly from:**

Patients – 10  
Council – 6  
Member of the public – 4

**Complaints were mainly about:**

National Law offence or breach - 14  
Clinical care – 10  
Documentation – 2



There were **1,989**  
**registered Chinese medicine**  
**practitioners in NSW**

This represents  
40% of registered  
Chinese medicine  
practitioners in  
Australia

Complaints were  
made about  
1.6% of NSW  
Chinese medicine  
practitioners