

# Overview of practitioners and complaints in 2020/21



**34**

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



**82**

**complaints were received**  
about 71 physiotherapists



**74**

**cases were closed**  
during the year



**43**

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

There were 8 mandatory  
notifications about 7  
physiotherapists

**Complaints were mainly from:**

Patient – 29  
Anonymous – 12  
Other Practitioner – 12

**Complaints were mainly about:**

Clinical Care – 24  
Boundary violation – 6  
National Law offence or breach – 11



There were **11,009**  
**registered physiotherapists**  
**in NSW**

This represents  
29.2% of registered  
physiotherapists in  
Australia

Complaints were  
made about 0.6%  
of NSW  
physiotherapists