

Complaints	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025	Oct 2025	Nov-Dec 2025
Complaints Received	31	21	32	9	16
Complaints Rate	1.59	1.00	1.42	1.41	1.05

Serious Incident Counts	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025	Oct 2025	Nov-Dec 2025
Unreasonable use of force	301	239	352	115	185
Neglect	62	64	72	18	26
Psychological or emotional abuse	15	10	13	7	7
Stealing or financial coercion by a staff member	3	1	5	0	1
Unexpected death	4	5	5	1	2
Unexplained absence in the course of delivery of care	3	4	6	2	2
Unlawful sexual contact or inappropriate sexual conduct	13	6	16	4	4
Inappropriate use of restrictive practices	3	3	2	1	6
Total SIRs Received	404	332	471	148	233

	Jan-Mar 2025		Apr-Jun 2025		Jul-Sep 2025		Oct 2025		Nov-Dec 2025	
Serious Incident Counts	Priority 1	Priority 2	Priority 1	Priority 2	Priority 1	Priority 2	Priority 1	Priority 2	Priority 1	Priority 2
Unreasonable use of force	44	257	42	197	54	298	17	98	23	162
Neglect	27	35	21	43	18	54	6	12	7	19
Psychological or emotional abuse	3	12	1	9	4	9	1	6	4	3
Stealing or financial coercion by a staff member	2	1	1	0	4	1	0	0	1	0
Unexpected death	4	0	5	0	5	0	1	0	2	0
Unexplained absence in the course of delivery of care	3	0	4	0	6	0	2	0	2	0
Unlawful sexual contact or inappropriate sexual conduct	13	0	6	0	16	0	4	0	4	0
Inappropriate use of restrictive practices	2	1	0	3	0	2	1	0	0	6
Total SIRs Received	98	306	80	252	107	364	32	116	43	190

Serious Incident Dates	Jan-Mar 2025	Apr-Jun 2025	Jul-Sep 2025	Oct 2025	Nov-Dec 2025
Unreasonable use of force	15.4	11.4	15.6	18.0	12.2
Neglect	3.2	3.1	3.2	2.8	1.7
Psychological or emotional abuse	0.8	0.5	0.6	1.1	0.5
Stealing or financial coercion by a staff member	0.2	0.05	0.2	0.0	0.4
Unexpected death	0.2	0.2	0.2	0.2	0.3
Unexplained absence in the course of delivery of care	0.2	0.2	0.3	0.3	0.1
Unlawful sexual contact or inappropriate sexual conduct	0.7	0.3	0.7	0.6	0.1
Inappropriate use of restrictive practices	0.2	0.1	0.1	0.2	0.1
Total Rate of OBD	20.7	15.9	20.8	23.2	15.3