

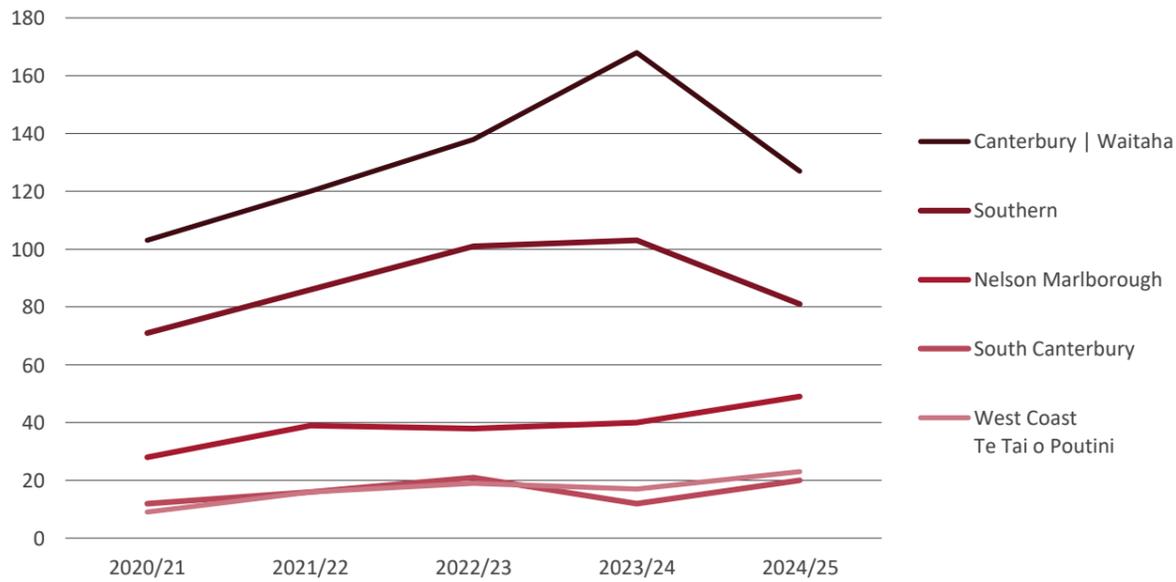


Complaints received

Number of complaints
296
Decrease from 2023/24
(325 average of last 2 years)
24% of National total

Number of discharges
227,453
Increase from 2023/24

Rate per 100,000 discharges
130.14
Decrease from 2023/24
(151.85 average of last 2 years)



Key for comparing data:

- No change from 2023/24
- Increase from 2023/24
- Decrease from 2023/24
- Regional data
- National data

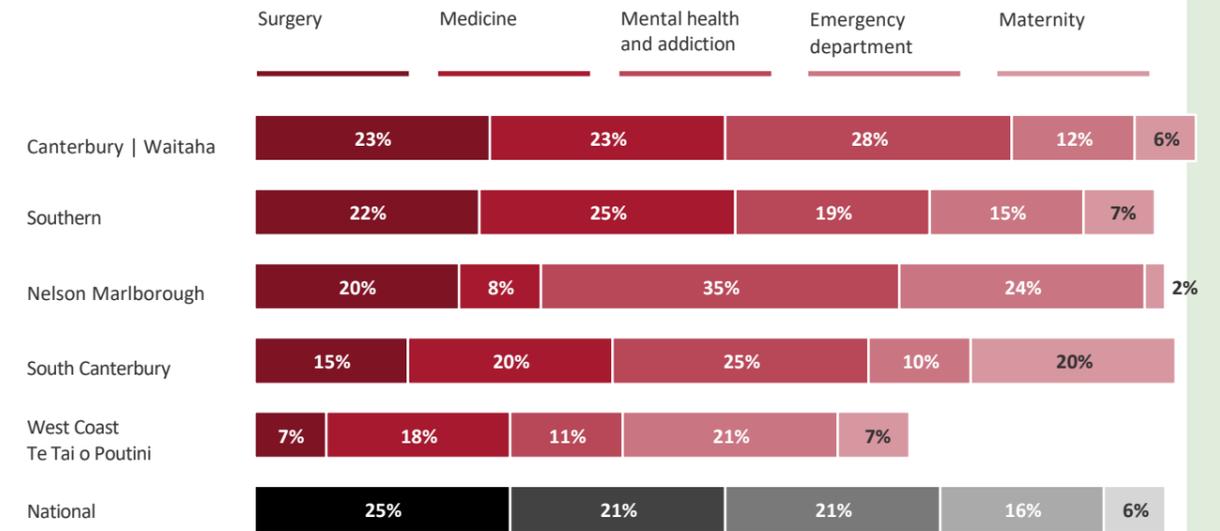
Top districts by number of complaints received

- 1** Canterbury | Waitaha
Complaints: 127
Discharges: 124,340
Rate: 102.14
- 2** Southern
Complaints: 81
Discharges: 59,532
Rate: 136.06
- 3** Nelson Marlborough
Complaints: 49
Discharges: 25,937
Rate: 188.92
- 4** West Coast | Te Tai o Poutini
Complaints: 23
Discharges: 6,928
Rate: 331.99
- 5** South Canterbury
Complaints: 20
Discharges: 10,716
Rate: 186.63

Services complained about

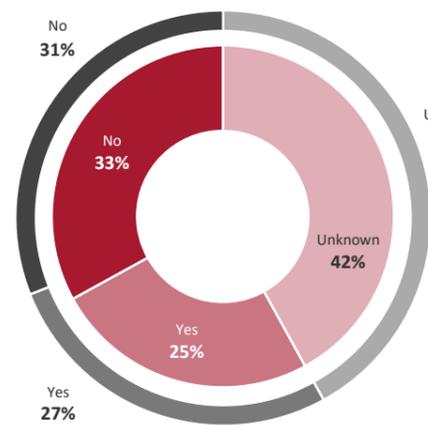


Top services complained about by district



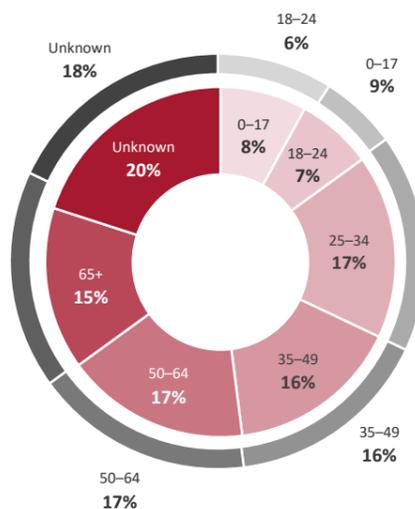
Who complained

By disability

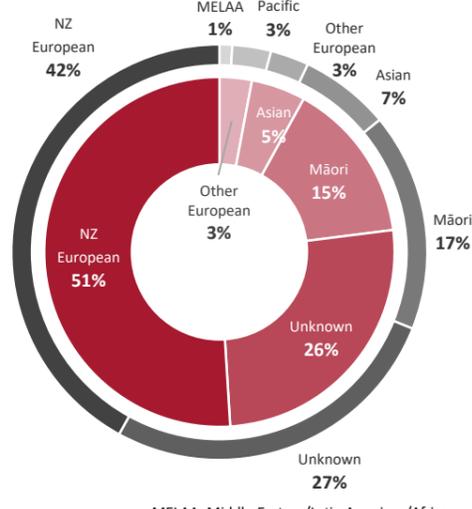


By gender Female (64%), Male (32%), Unknown (4%)

By age



By ethnicity



MELAA: Middle Eastern/Latin American/African

Issues complained about

Top issue categories

- 1** Care/treatment 90% 90%
- 2** Communication 83% 83%
- 3** Access/funding 26% 23%
- 4** Consent/information 19% 19%
- 5** Complaint process 18% 13%

Top specific issues

- 1** Inadequate treatment 15% 12%
- 2** Access to services 9% 7%
- 3** Missed/incorrect/delayed diagnosis 9% 10%
- 4** Delay in treatment 8% 9%
- 5** Unexpected outcome 8% 6%

Complaints closed

390
Increase from 2023/24
(293 average of last 2 years)

Outcomes

