

Health New Zealand | Te Whatu Ora, Central | Te Ikaroa

Regional trends in complaints received by HDC between 1 July 2024 – 30 June 2025 (2024/25)

Complaints received

Number of complaints

302 ↗

Increase from 2023/24
(292 average of last 2 years)
25% of National total

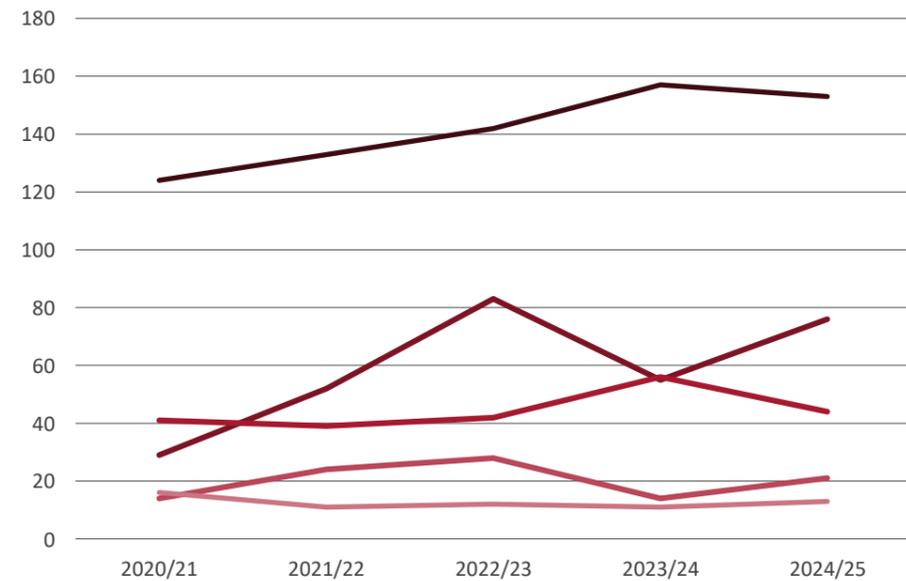
Number of discharges

190,279 ↗

Rate per 100,000 discharges

158.71 ↗

Increase from 2023/24
(160.59 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

- Capital, Coast and Hutt Valley
Complaints: 153
Discharges: 93,696
Rate: 163.29
- MidCentral
Complaints: 76
Discharges: 34,380
Rate: 221.06
- Hawke's Bay
Complaints: 44
Discharges: 38,530
Rate: 114.20
- Whanganui
Complaints: 21
Discharges: 13,927
Rate: 150.79
- Wairarapa
Complaints: 13
Discharges: 9,746
Rate: 133.39

Services complained about



81 (26%) ↗
Surgery



59 (19%) ↗
Medicine



63 (21%) ↗
Mental health and addiction

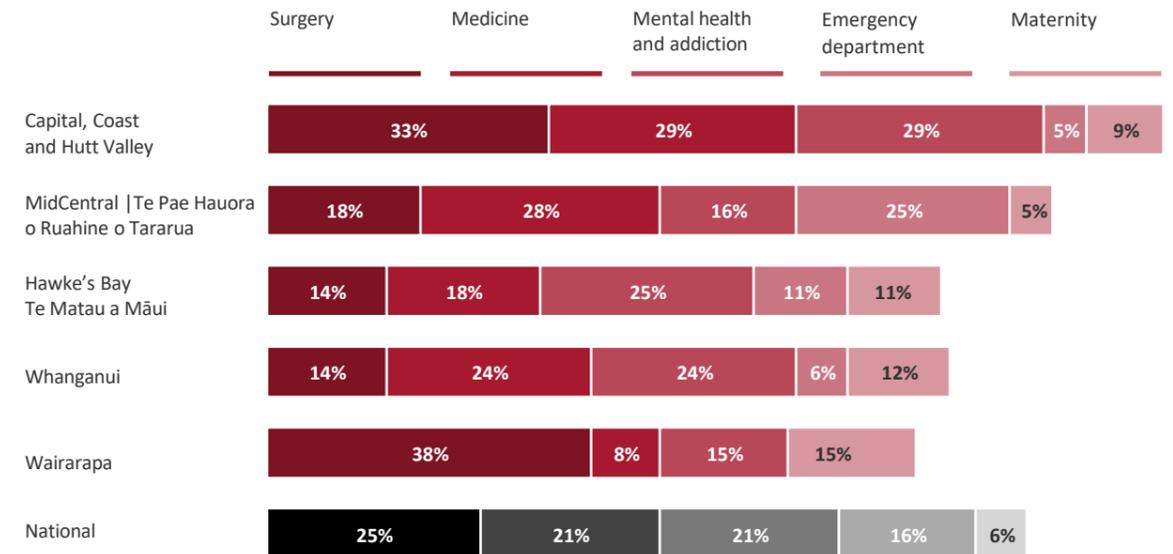


48 (16%) ↗
Emergency department



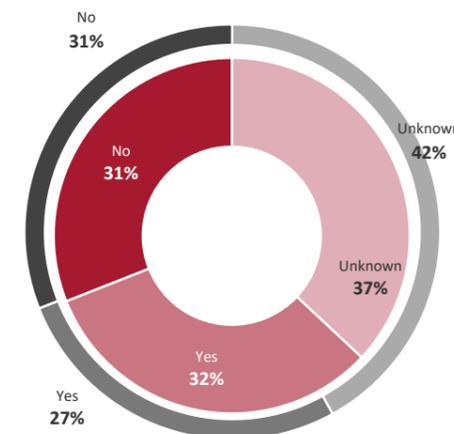
17 (6%) ↗
Maternity

Top services complained about by district

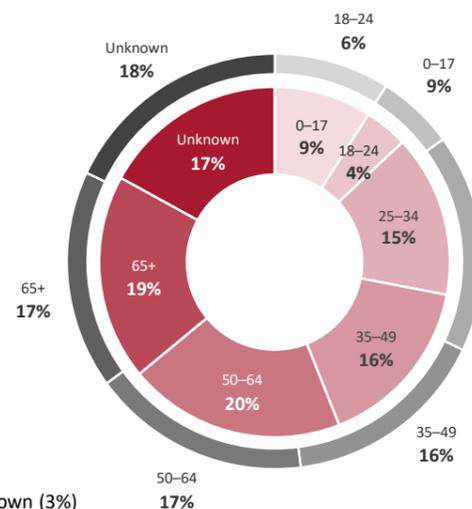


Who complained

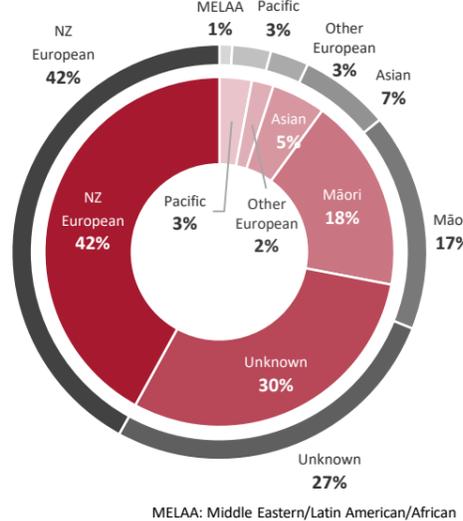
By disability



By age



By ethnicity



By gender Female (53%), Male (44%), Other/Unknown (3%)

Issues complained about

Top issue categories

- Care/treatment: 89% ↘, 90%
- Communication: 83% ↘, 83%
- Access/funding: 25% ↘, 23%
- Consent/information: 15% ↘, 19%
- Medication: 14% ↗, 12%

Top specific issues

- Inadequate treatment: 11% ↗, 12%
- Waiting list/prioritisation: 11% ↗, 7%
- Delay in treatment: 9% ↘, 9%
- Missed/incorrect/delayed diagnosis: 9% ↘, 10%
- Access to services: 5% ↘, 7%

Complaints closed

371 ↗

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

Outcomes

