

Health New Zealand | Te Whatu Ora, Midland | Te Manawa Taki

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

Complaints received

Number of complaints

265 ⬆️

Increase from 2023/24
(256 average of last 2 years)
22% of National total

Number of discharges

227,461 ⬆️

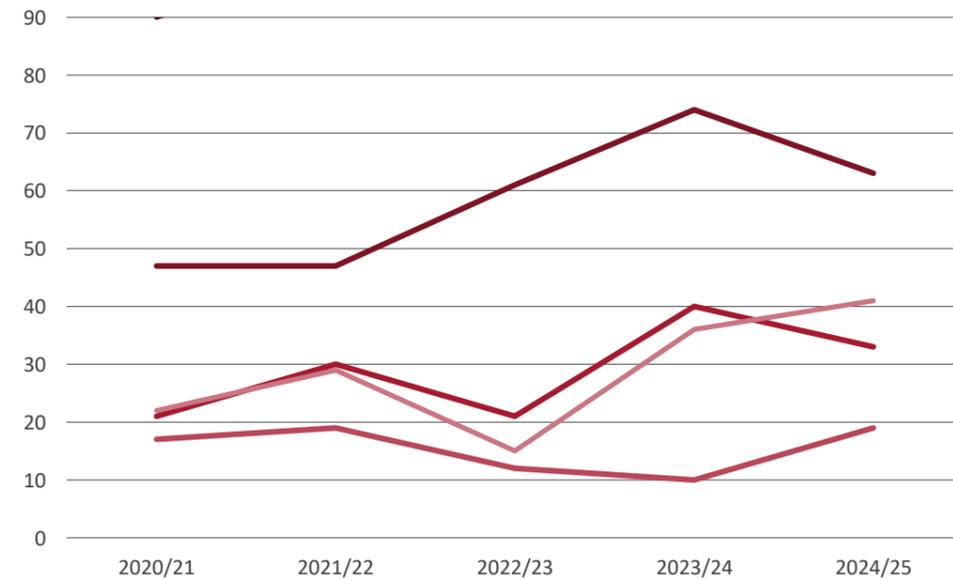
Rate per 100,000 discharges

116.50 ⬇️

Decrease from 2023/24
(115.55 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 Waikato
Complaints: 119
Discharges: 100,485
Rate: 118.43
- 2 Bay of Plenty | Hauora a Toi
Complaints: 63
Discharges: 60,936
Rate: 103.39
- 3 Taranaki
Complaints: 41
Discharges: 29,536
Rate: 138.81
- 4 Lakes
Complaints: 33
Discharges: 25,798
Rate: 127.92
- 5 Tairāwhiti
Complaints: 19
Discharges: 10,706
Rate: 177.47

Services complained about



57 (21%) ⬇️
Surgery



65 (24%) ⬆️
Medicine



55 (20%) ⬇️
Mental health and addiction

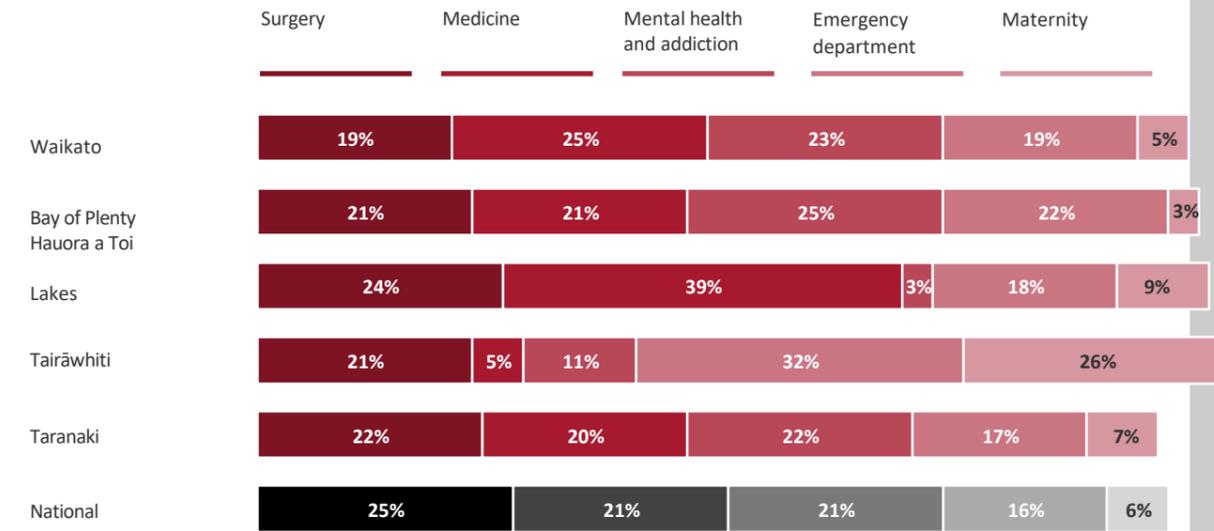


56 (20%) ⬆️
Emergency department



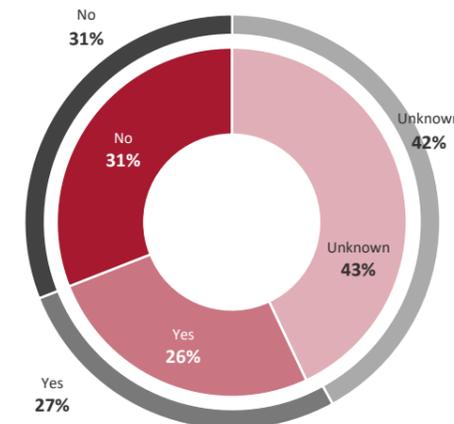
19 (7%) ⬆️
Maternity

Top services complained about by district

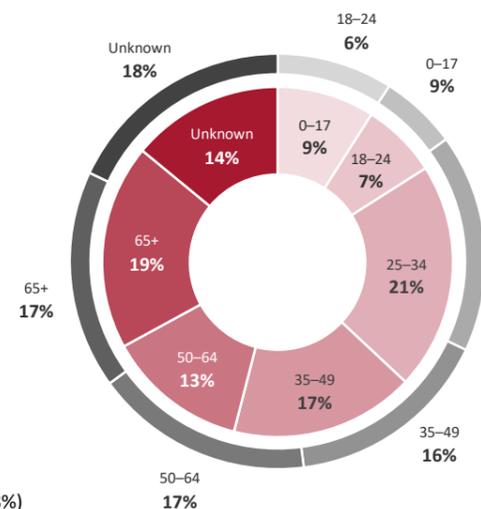


Who complained

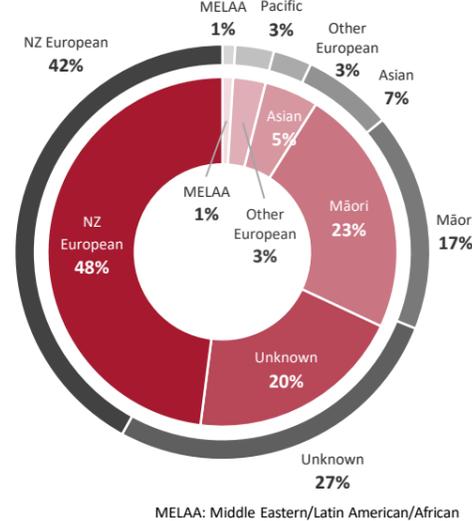
By disability



By age



By ethnicity



By gender Female (63%), Male (34%), Unknown (3%)

Issues complained about

Top issue categories

- 1 Care/treatment 93% ⬆️
- 2 Communication 87% ⬆️
- 3 Consent/information 22% ⬆️
- 4 Access/funding 21% ⬆️
- 5 Facility issues 15% ⬆️

Top specific issues

- 1 Missed/incorrect/delayed diagnosis 14% ⬆️
- 2 Inadequate treatment 12% ⬆️
- 3 Delay in treatment 11% ⬆️
- 4 Access to services 7% ⬆️
- 5 Unexpected outcome 5% ⬆️

Complaints closed

313 ⬆️

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

Outcomes

