

# Health New Zealand | Te Whatu Ora, Northern

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

## Complaints received

Number of complaints

**369** ↓

Decrease from 2023/24  
(416 average of last 2 years)  
30% of National total

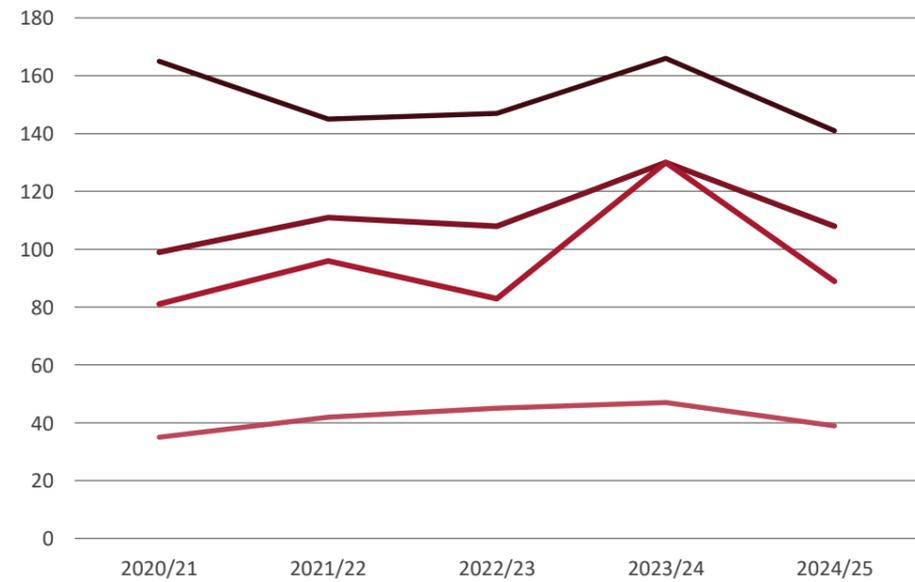
Number of discharges

**383,758** ↓

Rate per 100,000 discharges

**96.15** ↓

Decrease from 2023/24  
(101.61 average of last 2 years)



Key for comparing data:

- ⊖ No change from 2023/24
- ⬆ Decrease from 2023/24
- ⬆ Regional data
- National data

### Top districts by number of complaints received

- 1** Auckland | Te Toka Tumai  
Complaints: 141  
Discharges: 119,266  
Rate: 118.22
- 2** Waitematā  
Complaints: 108  
Discharges: 111,443  
Rate: 96.91
- 3** Counties Manukau  
Complaints: 89  
Discharges: 103,896  
Rate: 85.66
- 4** Northland | Te Tai Tokerau  
Complaints: 39  
Discharges: 49,154  
Rate: 79.34

## Services complained about



**110 (29%)** ⊕  
Surgery



**84 (22%)** ⊕  
Medicine



**71 (19%)** ⊕  
Mental health and addiction

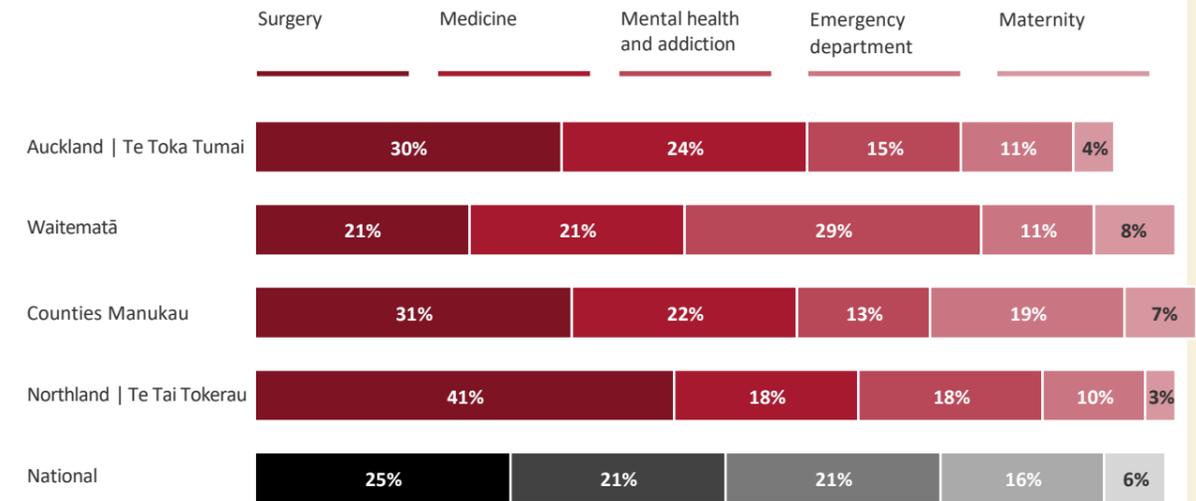


**48 (13%)** ⊕  
Emergency department



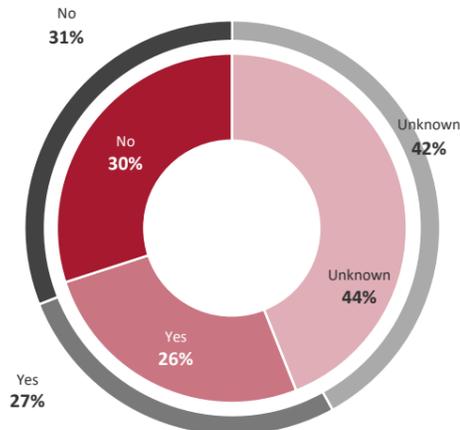
**22 (6%)** ⊕  
Maternity

### Top services complained about by district

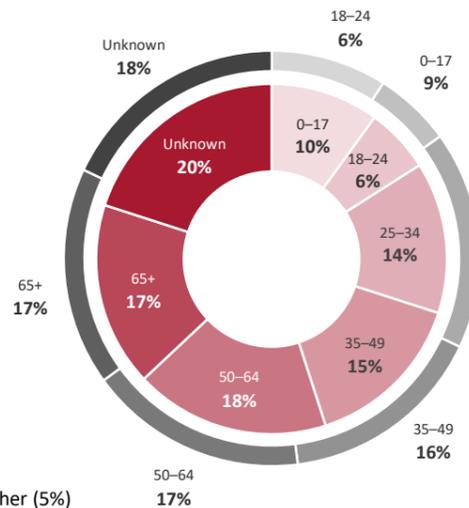


## Who complained

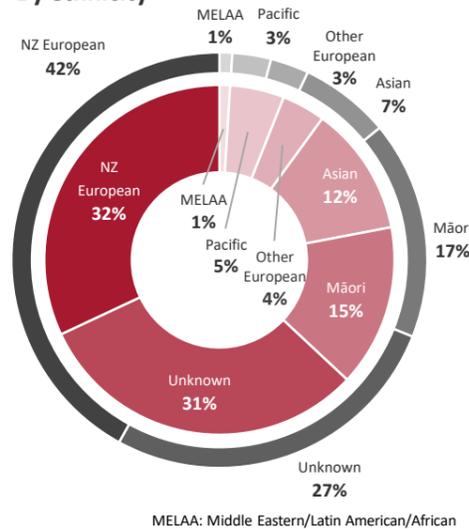
By disability



By age



By ethnicity



By gender Female (51%), Male (44%), Unknown/other (5%)

## Issues complained about

Top issue categories

- 1** Care/treatment **90%** ⊕
- 2** Communication **80%** ⊕
- 3** Consent/information **21%** ↓
- 4** Access/funding **19%** ↓
- 5** Facility issues **12%** ↓

Top specific issues

- 1** Inadequate treatment **10%** ⊕
- 2** Missed/incorrect/delayed diagnosis **10%** ⊕
- 3** Delay in treatment **8%** ⊕
- 4** Waiting list/prioritisation **7%** ⊕
- 5** Unexpected outcome **7%** ⊕

## Complaints closed

**495** ⬆

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

Outcomes

