

National data for Health New Zealand | Te Whatu Ora

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

Complaints received

Number of complaints
1,224 (8% decrease from 2023/24, 1,108 average of last 5 years)

Number of discharges
1,028,952 (9% increase from 2023/24, 113.47 average of last 5 years)

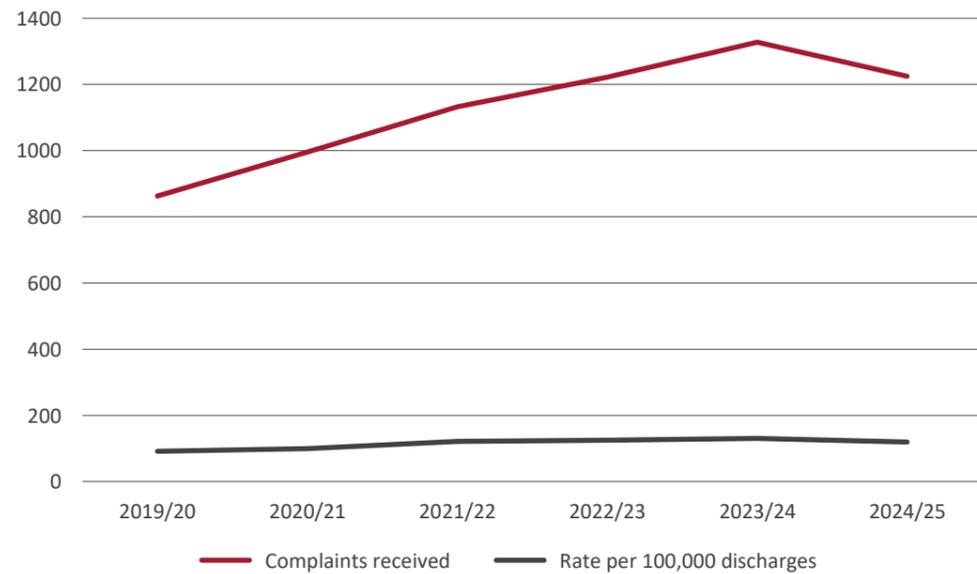
Rate per 100,000 discharges
118.96 (9% decrease from 2023/24, 113.47 average of last 5 years)

Key for comparing data:

- ⊖ No change from 2023/24
- ⬆ Increase from 2023/24
- ⬇ Decrease from 2023/24

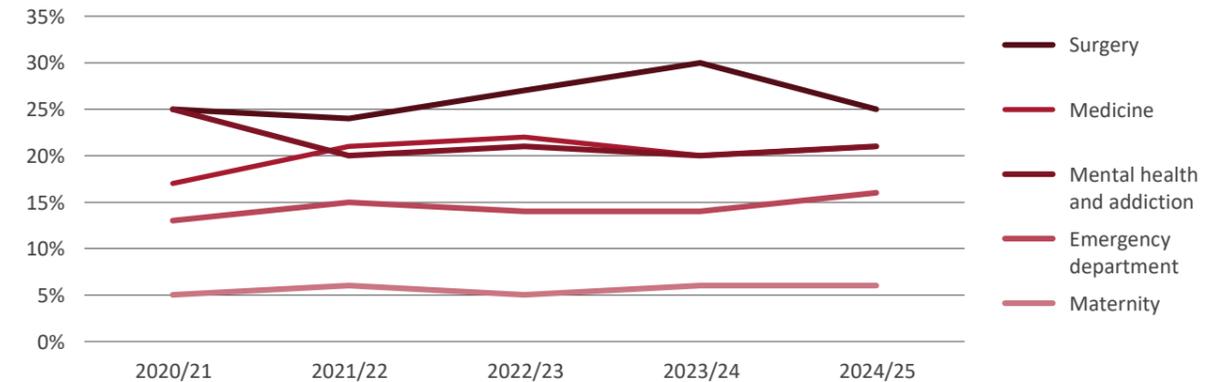
Top regions by number of complaints received

- Northern**
Complaints: 369
Discharges: 383,759
Rate: 96.15
- Central | Te Ikaroa**
Complaints: 302
Discharges: 190,279
Rate: 158.71
- South Island | Te Waipounamu**
Complaints: 296
Discharges: 227,453
Rate: 130.14
- Midland | Te Manawa Taki**
Complaints: 265
Discharges: 227,461
Rate: 116.50

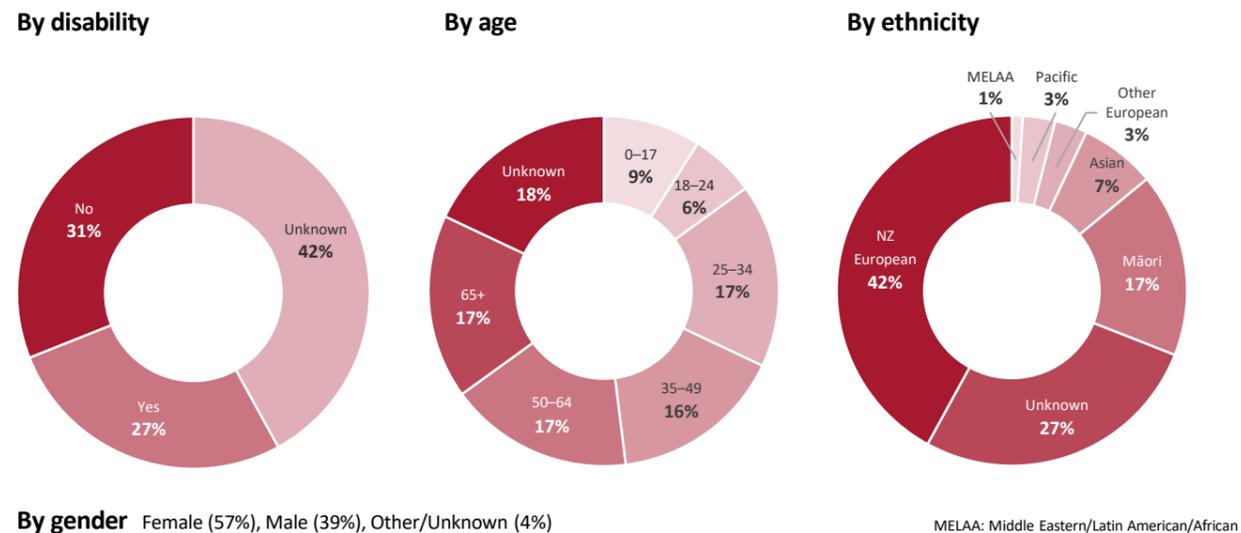


Services complained about

Service	Count (Percentage)	Change	Top issues
Surgery	310 (25%)	⬇	<ol style="list-style-type: none"> Waiting list/prioritisation (17% ⬇) Unexpected treatment outcome (17% ⬇) Inadequate treatment (14% ⬆)
Medicine	270 (21%)	⬆	<ol style="list-style-type: none"> Missed/incorrect diagnosis (14% ⬆) Inadequate treatment (14% ⊖) Lack of access to services (6% ⬆)
Mental health and addiction	264 (21%)	⬆	<ol style="list-style-type: none"> Involuntary admission/treatment (18% ⬆) Inadequate treatment (11% ⬆) Lack of access to services (11% ⬆)
Emergency department	199 (16%)	⬆	<ol style="list-style-type: none"> Delay in treatment (28% ⬆) Missed/incorrect diagnosis (22% ⬆) Inadequate assessment (8% ⬆)
Maternity	78 (6%)	⊖	<ol style="list-style-type: none"> Unexpected treatment outcome (17% ⬆) Inadequate treatment (15% ⬆) Inadequate monitoring (15% ⬆)



Who complained



Issues complained about

Category	Percentage	Change
Top issue categories		
1 Care/treatment	90%	⬆
2 Communication	83%	⬆
3 Access/funding	23%	⊖
4 Consent/information	19%	⬆
5 Complaint process	13%	⊖
Top specific issues		
1 Inadequate treatment	12%	⬆
2 Missed/incorrect/delayed diagnosis	10%	⊖
3 Delay in treatment	9%	⬆
4 Waiting list/prioritisation	7%	⊖
5 Lack of access to services	7%	⬆
Key complaint issues for Māori		
1 Missed/incorrect/delayed diagnosis	13%	⬆
2 Inadequate treatment	11%	⬆
3 Delay in treatment	9%	⬆
4 Waiting list/prioritisation	7%	⊖
5 Unexpected treatment outcome	7%	⬆

Complaints closed

1,556 (Increase from 2023/24, 1,107 average of last 5 years)

Outcomes

- Non-investigation: 1,486
- Investigation: 70
- Breach finding: 47