



13 October 2021

Jayson Chilvers

By email: [fyi-request-16772-a18ad3d5@requests.fyi.org.nz](mailto:fyi-request-16772-a18ad3d5@requests.fyi.org.nz)

Tēnā koe Mr Chilvers

**Re: Information request**

**Our ref: E21HDC01863**

Thank you for your email of 16 September 2021 requesting “the number and nature of complaints made towards reproductive and fertility services in the last 5 years, what these complaints concern and how they were resolved.”

I have considered your request under the Official Information Act 1982. Please find the information requested below:

**Table 1.** Number of complaints received about fertility clinics each year:

2016/17	2017/18	2018/19	2019/20	2020/21
0	3	5	7	8

**Table 2.** Primary issues complained about in complaints received about fertility clinics between 1 July 2016 and 30 June 2021

Primary issue	Number of complaints
Access/funding issues	3
Care/treatment issues	9
Communication issues	2
Consent/information issues	5
Documentation issues	1
Facility issues	3

**Table 3.** Outcomes of complaints closed about fertility clinics between 1 July 2016 and 30 June 2021\*

Outcome for clinic	Number of complaints
<b>Investigation</b>	<b>2</b>
Breach finding	2
<b>Other resolution following assessment</b>	<b>17</b>
No further action with recommendations or educational comment	2
Referred to provider	2
Referred to Advocacy	5
No further action	8

\*Please note that some of the complaints closed in the specific time period (1 July 2016 to 30 June 2021) may have been opened prior to that time period. Further, some complaints opened during the specific time period may not yet be closed. Therefore the number of complaints closed will not correlate with number of complaints received.

Nāku iti noa, nā

Nath Lostitmonton  
**Legal Advisor**