

Complaints to HDC involving ambulance services

During the five years from 1 July 2019 to 30 June 2024 HDC received 185 complaints involving ambulance services.

Complaints about ambulance services typically make-up around 1% of all complaints to HDC. While the number of complaints about ambulance services have increased in recent years, this is in the context of an overall increase in complaints to HDC.

Table 1. Number of complaints received involving ambulance services each year

YEAR	2019/20	2020/21	2021/22	2022/23	2023/24
Number of complaints received involving ambulance services	30	37	32	30	56
Total number of complaints received by HDC	2,393	2,721	3,413	3,353	3,628

‘Upheld’ is not a term used by HDC. HDC is focused on the resolution of complaints between provider and complainant where appropriate. Complaints which have been resolved without a formal investigation does not mean that the complaint has not been ‘upheld by HDC. I have therefore provided you with the outcomes of complaints received about ambulance providers between 1 July 2019 and 30 June 2024.

Table 2 below contains the outcomes of complaints received between 1 July 2019 and 30 June 2024. Please note, 57 of these complaints are currently under assessment by HDC.

Table 2. Outcomes of complaints involving ambulance services, 1 July 2019 – 30 June 2024

Outcome	Number
Breach finding	8
Breach finding - Referred to Director of Proceedings	1
No breach finding - with adverse comment & follow-up	2
Referred to Advocacy Service	19
Referred to other agency	1
Referred to Provider	28
No further action - with educational comment/recommendations	22
No further action following assessment	47
Open - currently under assessment	57
Total	185