

7 July 2022

By email [REDACTED]

Kia ora [REDACTED]

**Re: Official Information Request – Mental Health and Addictions Service
Complaints – Auckland DHB Ref. 20220530-1244**

I refer to your official information request received on 13 June 2022, seeking the following information:

- 1. In the past five years how many complaints have been made against Auckland DHBs mental health services, broken down by year?**
- 2. How many of those complaints were resolved, and action taken as a result?**
- 3. How many of those complaints were investigated by the Health and Disability Commissioner?**
- 4. What have been the main reasons complaints against ADHBs mental health services were received?**

Response

- 1. In the past five years how many complaints have been made against Auckland DHBs mental health services, broken down by year?**
- 2. How many of those complaints were resolved, and action taken as a result?**
- 3. How many of those complaints were investigated by the Health and Disability Commissioner?**

The following table shows the data answering Qs 1, 2 & 3. This shows the total number received, resolved and those initiated by a complaint to the Health and Disability Commissioner by year for the period requested.

We are partially refusing point 2 of your request, where you ask for the action taken as a result of these complaints. We do so on the basis that except for the information in the table below, we do not hold the requested information (s18(e) Official Information Act). The complaints management database in its current form does not capture information about outcomes of complaints or actions taken.

However, we are in the process of rolling out a new system that captures information about actions taken as a result of feedback and this new system will enable us to track outcomes of complaints and actions taken. Historical actions will not be loaded into the system as the resource to review all previous complaints would be significant. It is anticipated this system will be fully in use by the end of the year.

Please note that a single complaint can be represented in more than one category.

1 year from	Total # of Complaints	Number of Resolved	HDC Complaints
13/06/2017	41	41	9
13/06/2018	63	63	17
13/06/2019	65	64	16
13/06/2020	47	47	8
13/06/2021	70	63	14

4. What have been the main reasons complaints against ADHBs mental health services were received?

We do not hold information on the specific reasons for complaints and so are partially refusing this request under s18(e) Official Information Act. However we do hold information on the categories of complaints, which is set out in the table below. Please note that individual complaints can have one or more complaint themes.

Category	# times this category was selected
Care/Treatment	123
Communication	86
Attitude/Courtesy	75
Accessibility	53
Patient Rights & Responsibilities	23
Privacy	20
Discharge	15
Other	13
Coordination & Continuity of Care	12
Safety	12

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Ngā mihi,



Dr Michael Shepherd

Acting Chief Executive

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