



17/02/2021

[Redacted]

[Redacted]

[Redacted]

Official Information Act request:

Further to your letter dated 6 December 2020 made under the Official Information Act 1982.

Specifically, you requested:

1. *To receive information regarding the number of Health and Disability Commissioner complaints which resulted in disciplinary action or resulted in a review of hospital policy at Waikato District Health Board in the last three years, broken down by year, what the complaint was about, where it happened, and if and how it was resolved.*

Nature of Complaint	2018	2019	2020
Clinical Treatment	3	9	7
Staff Competence	4	2	2
Staff Attitude/Behaviour			1
Admissions/Transfers/Discharge Procedure		1	

Location	2018	2019	2020
Waikato Hospital	6	10	7
Community		1	
Thames Hospital	1	1	3

Further detail of any recommendations made by the Health and Disabilities Commissioner are available from their website www.hdc.org.nz.

Waikato DHB supports the open disclosure of information to assist community understanding of how we are delivering publically funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

I trust this answers your query.

Yours sincerely



A handwritten signature in black ink, appearing to read 'Kate Coley', with a stylized flourish extending to the right.

Kate Coley
Executive Director Organisational Support
Waikato District Health Board