

FOI 36309-25 – Supplementary Material

Response to Question 1:

Financial Year	2021/2022	2022/2023	2023/2024	2024/2025 (to date 13.03.25)
Number of Complaints Received	266	208	241	258

Response to Question 1.I to 1.V:

Complaint Sub Type	2021/2022	2022/2023	2023/2024	2024/2025 (to date)
Alleged dangerous driving	8	5	5	6
Concern Regarding Treatment	59	28	19	13
Communication/Confidentiality	0	1	2	9
Delay in Accident and Emergency Reponse	112	61	61	74
Delay in Conveying	1	3	2	2
Delay in Non Emergency Transport	7	10	30	29
EAC Call Handling	2	17	16	14
Equipment Failure	2	2	0	1
Informal	3	2	0	0
NEAC Booking Process	0	0	1	4
Non Provision of Emergency Ambulance Response	8	1	1	1
Non Provision of Non Emergency Transport	3	5	17	8
Non-Convey	0	0	5	9
Off-Duty Staff Incident	3	0	0	0
Other	7	5	16	17
Private Ambulance - Quality of Care & Treatment	0	0	2	3
Private Ambulance - Staff Attitude	3	2	6	0
Private Ambulance - Staff Attitude & Treatment	0	4	3	0
RTC/Driving Issue – Emergency Vehicle	2	8	4	13
RTC/Driving Issue – Non Emergency Vehicle	0	3	2	3
Social Media	0	3	0	0
Staff Attitude	45	27	34	38
Staff Attitude & Treatment	1	21	15	14
	266	208	241	258

Supplementary information regarding "Other" complaints:

2021/2022	2022/2023
Safeguarding	Correspondence received from NIAS
Clinical Record	Clinical Record
General complaint on use of resources	Parking
Complaints Procedure	

2023/2024	2024/2025 (to date)
Service Change	Condition of IAS Vehicle
Lost property	Securing property on exit
Assistance Dogs	False information provided to PSNI
Information provided to PSNI	Appropriateness of attending resource
Correspondence received from NIAS	Address not being found by crew
Wrong address attended	Video of ambulance on social media
Standard of IAS vehicles	Clinical Record
General complaint on use of resources	All male crew attending female