



19 June 2026

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 49711-26

Subject: Complaints Data (Private Ambulance Services)

Date Received: 15/05/2026

Thank you for your request for information received on 15th May 2026 which was dealt with under the terms of the Freedom of Information Act 2000. The Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below.

FOI QUESTION(S)	ANSWER(S)
Clarification from applicant I am requesting information relating to any services that your organisation commissions, funds, arranges, or oversees, including details on the nature of those services and how their performance is monitored. In particular I am seeking information on complaints received in relation to third-party providers contracted to deliver patient transport services on your behalf. Where complaints are not handled directly by your organisation but fall under the oversight of NIAS, I request the following:	
1) The number of complaints received in relation to each individual provider	The Trust is unable to provide a breakdown of complaints by individual provider, as the numbers involved are fewer than five and disclosure could potentially lead to the identification of individuals. In accordance with data protection requirements, the information has therefore been aggregated and the total number of complaints received relating to any service the Trust overseas, in each year has been provided below. 2023/2024: 15 complaints 2024/2025: 6 Complaints 2025/2026: 11 Complaints
2) A summary breakdown of complaint types	The largest proportion of complaints related to Quality of Care & Treatment,



	accounting for 48.1% of complaints received. Complaints relating to Staff Attitude accounted for 25.9%, while Staff Attitude & Treatment accounted for 22.2%. A small number of complaints related to delays however, the figure has been suppressed where the number of complaints was fewer than five in order to protect confidentiality.
3)The stage at which each complaint was resolved (e.g., locally, escalated, etc.)	Formal complaint outcomes such as "upheld", "partially upheld" and "not upheld" were not required to be routinely recorded during the period requested. Consequently, the Trust does not hold this information in a reportable format.
4) Details of the governance thresholds used to identify performance concerns (i.e., what volume or pattern of complaints would trigger a "red flag")	Performance concerns raised in relation to 3rd party providers through complaints are subject to monitoring and reporting by the Service User Feedback Team (SUFT). Themes and trends are monitored and identified by the SUFT and are shared with the NIAS Rapid Review group for consideration.
5) The actions taken by NIAS once such thresholds are reached	Actions taken vary and depend on the context, nature of the concern raised, themes and trends identified and risk stratification. In addition, information in respect of concerns or themes and trends are shared directly with the specific contract managers within NIAS, relative to the organisation/ type of contract involved, for action. Actions can include escalation (internally and externally), engagement, scrutiny, oversight, and invoking of contracting arrangements through BSO specific Frameworks for Independent Ambulance Services or Taxi Services.

I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

If you require an internal review to be undertaken, please request this via the email address: information.governance@nias.hscni.net

Or submit via

Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Email: ni@ico.org.uk
Website: [ICO Website](http://ico.org.uk)
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF
Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

Information Governance Team

This response has been prepared for disclosure log publication. Only minor editorial or redaction amendments have been made for clarity and compliance with data protection legislation. The substantive content is identical to that provided to the requestor and the original issued version remains the authoritative record.