Reviewer's report

Title: Non-specific complaints in the ambulance; predisposing structural factors.

Version: 3
Date: 31 March 2015

Reviewer: Jeff Clawson

Reviewer's report:

The authors have done a great job to adequately respond to the queries. They only disagreed with the very first of the reviewer's suggestion on structural factors but proceeded to make clarifications in the manuscript which I think clarifies the initial query:

1) The aim was to identify factors, such as urgency according to the dispatch priority of the Emergency Medical Communication Centre (EMCC) and the workload in the Emergency Medical Services (EMS) study. Both these factors are of interest and relevant to study, but are they both so-called structural factors? I agree that the workload is a structural factor. But the level of urgency assessed by EMCC is factor concerning the severity of the condition of the patient based on the available information. It is a patient related factor, not a structural factor.

There is just this 1 typo under Response to Question 4 which needs to be fixed:

- Page 10, line 232: There is a typo in this sentence..."Further, the studies design itself". Replace "studies" with "study's"

Level of interest: An article of importance in its field

Quality of written English: Acceptable

Statistical review: Yes, and I have assessed the statistics in my report.

Declaration of competing interests:

I declare that I have no competing interests.