



Date: 5th August 2025

Re: PQ 42237/25

To ask the Minister for Health the number of complaints by patients or family members or care partners submitted to each health region since 1 January 2023; the number of complaints responded to within 30 working days; the number responded to within 12 weeks, 18 weeks, 24 weeks and over subsequent six week intervals until 1 July 2025.

Dear Deputy Quaide,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response. I have examined the matter and the following outlines the position.

The Complaints Management System (CMS) is the national database management system developed to support the HSE's complaints management process and to enable tracking of Stage 2 formal complaints as set out in the *Your Service Your Say: The Management of Service User Feedback for comments, compliments and complaints Policy 2017*. All statutory HSE services are mandated to use the CMS.

The 30 Day Complaint KPI is defined as "percentage of Stage 2 formal complaints submitted to the HSE that are investigated by assigned Complaints Officers within the 30 working day legislative timeframe". We do not collate data at any other time intervals so are unable to provide the number of complaints responded to within 12 weeks, 18 weeks, 24 weeks and over subsequent six week intervals.

Structural changes within the HSE took place midway through 2024, when Regional Health Authorities (RHAs) were introduced. Consequently, complaints data for Quarter 1 and Quarter 2 was recorded by Hospital Groups (HGs) and Community Health Organisations (CHOs), while data for Quarter 3 and Quarter 4 was recorded by RHAs, split between Hospital Groups and Communities.

Please be advised that the Quarter 2 (April, May, and June) 2025 results for the 30 Day Complaint KPI will not be available until close of business on Thursday, 21st August. This delay is due to the requirement to wait 35 working days after the end of each quarter to extract the reports.

Notes:

RHA's consist of both Hospital Groups, which include statutory and voluntary hospitals, and Communities, which include only statutory sites.

Complaint data is compiled from the CMS database (covering both statutory and voluntary hospitals and statutory sites) and Excel spreadsheets from some voluntary hospitals.

Complaints that are excluded (not subject to legislation), withdrawn, or anonymous are excluded from reporting.



For the period of the 1st January 2023 to 31st December 2023

Health Region	Stage 2 Formal			Stage 2 Formal Complaints dealt with within 30 working days
	Complaints Total 2023	Withdrawn/Excluded /Anonymous	Remaining	
CHO 1	239	4	235	116
CHO 2	95	10	85	57
CHO 3	112	3	109	84
CHO 4	22	0	22	15
CHO 5	62	2	60	54
CHO 6	18	0	18	16
CHO 7	155	7	148	129
CHO 8	128	5	123	80
CHO 9	94	3	91	65
Ambulance	69	36	33	13
National Forensic Mental Health Service	15	0	15	10
Primary Care Reimbursement Service	239	28	211	162
RCSI	1175	182	993	836
DMHG	2907	17	2878	1544
IEHG	1957	81	1859	604
SSWHG	794	78	716	344
Saolta	724	99	625	281
ULHG	878	26	852	484
CHI	991	0	991	740
NCGLT	1	0	1	1
Total	10675	581	10065	5635

*RCSI - Royal College of Surgeons Ireland Hospital Group
 DMHG – Dublin Midlands Hospital Group
 IEHG – Ireland East Hospital Group
 SSWHG – South, Southwest Hospital Group
 Saolta – Saolta Hospital Group
 ULHG – University Limerick Hospital Group
 CHI – Children’s Hospital Group
 NCGLT – National Complaints Governance and Learning Team



For the period of the 1st January 2024 to 30th June 2024

Health Region	Stage 2 Formal			Stage 2 Formal Complaints dealt with within 30 working days
	Complaints Q1 & Q2 2024	Withdrawn/Excluded /Anonymous	Remaining	
CHO 1	89	3	86	49
CHO 2	12	2	10	9
CHO 3	47	3	44	33
CHO 4	19	0	19	14
CHO 5	31	0	31	28
CHO 6	36	1	35	30
CHO 7	47	4	43	38
CHO 8	77	6	71	46
CHO 9	18	0	18	14
Ambulance	29	12	17	11
National Forensic Mental Health Service	3	0	3	3
National Screening Service	6	0	6	2
Primary Care Reimbursement Service	199	23	176	139
RCSI	752	52	700	605
DMHG	1622	28	1594	1387
IEHG	944	25	919	744
SSWHG	418	19	399	231
Saolta	558	46	512	206
ULHG	429	12	417	217
CHI	476	0	476	345
Total	5812	236	5576	4151

*RCSI - Royal College of Surgeons Ireland Hospital Group

DMHG – Dublin Midlands Hospital Group

IEHG – Ireland East Hospital Group

SSWHG – South, Southwest Hospital Group

Saolta – Saolta Hospital Group

ULHG – University Limerick Hospital Group

CHI – Children's Hospital Group



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For the period of the 1st July 2024 to 31st December 2024

Health Region	Stage 2 Formal Complaints Q3 & Withdrawn/Excluded			Stage 2 Formal Complaints dealt with within 30	
	Q4 2025	/Anonymous	Remaining	working days	
HSE Dublin and North East - Hospitals	1595	94	1501	1276	
HSE Dublin and North East - Community	91	1	90	59	
HSE Dublin and Midlands - Hospitals	2184	26	2158	1410	
HSE Dublin and Midlands - Community	79	7	72	58	
HSE Dublin and South East - Hospitals	237	9	228	134	
HSE Dublin and South East - Community	154	2	152	144	
HSE South West - Hospitals	362	14	348	229	
HSE South West - Community	18	0	18	17	
HSE Mid West - Hospitals	521	17	504	199	
HSE Mid West - Community	62	1	61	47	
HSE West and North West - Hospitals	465	33	432	139	
HSE West and North West - Community	55	2	53	38	
National Ambulance Service	18	2	16	7	
National Screening Service	58	2	56	53	
National Forensic Mental Health Service	4	0	4	1	
Primary Care Reimbursement Service	126	35	91	67	
Total	6029	245	5784	3878	



For the period of the 1st January 2025 to 31st March 2025

Health Region	Stage 2 Formal			Stage 2 Formal Complaints dealt with within 30 working days
	Complaints Q1 2025	Withdrawn/Excluded /Anonymous	Remaining	
HSE Dublin and North East - Hospitals	366	21	345	276
HSE Dublin and North East - Community	35	3	32	23
HSE Dublin and Midlands - Hospitals	592	8	584	404
HSE Dublin and Midlands - Community	53	0	53	51
HSE Dublin and South East - Hospitals	93	2	91	53
HSE Dublin and South East - Community	59	3	56	48
HSE South West - Hospitals	140	13	127	47
HSE South West - Community	6	0	6	6
HSE Mid West - Hospitals	208	7	201	96
HSE Mid West - Community	26	2	24	16
HSE West and North West - Hospitals	232	19	213	69
HSE West and North West - Community	39	2	37	25
National Ambulance Service	1	0	1	0
National Screening Service	43	0	43	38
National Forensic Mental Health Service	8	0	8	6
Primary Care Reimbursement Service	70	21	49	43
Total	1971	101	1870	1201

I trust this information is of assistance to you but should you have any further queries please do not hesitate to contact me.

Yours sincerely,

Christopher Rudland
Assistant National Director
National Complaints Governance and Learning Team
Communications & Parliamentary Affairs Division