



23<sup>rd</sup> of June 2025

Deputy Ruth Coppinger,  
Leinster House,  
Kildare Street,  
Dublin 2.

PQ 22110 25 To ask the Minister for Health for a breakdown of complaints made against a service (St John of God Community Services) over the past five years, by year and unit, in tabular form; and if she will make a statement on the matter.

Dear Deputy Coppinger,

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

The CEO for St John of God Community Services has advised the below detail:

Year of Complaint	Service/Region	Total Number of Complaints	TOTAL
2020	ID Services	91	
2020	Community Mental Health Services	22	<b>111 total</b>
2021	ID Services	130	
2021	Community Mental Health Services	20	<b>150 total</b>
2022	ID Services	69	
2022	Community Mental Health Services	26	<b>95 total</b>
2023	ID Services	112	
2023	Community Mental Health Services	37	<b>149 total</b>
2024	ID Services	101	
2024	Community Mental Health Services	30	<b>131 total</b>
2025 (Q1)	ID Services	22	
2025 (Q1)	Community Mental Health Services	6	<b>28 total</b>



I trust this information is of assistance to you, but should you have any further queries please contact me.

Yours sincerely,

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Caoileann Cassidy,  
General Manager Mental Health,  
HSE Dublin South and Wicklow.