

26 February 2021

PRIVATE AND CONFIDENTIAL

Mr Aaron Harper MP
Chair
Health and Environment Committee
Parliament House
George Street
BRISBANE QLD 4000

Dear Mr Harper

Question taken on notice – public hearing 22 February 2021

I write in response to the 22 February 2021 public hearing of the Health and Environment Committee request for information about Hospital and Health Service (HHS) maintenance issue complaints received by the Office of the Health Ombudsman (OHO).

The OHO's case management system does not have a specific field to record whether a complaint relates to a maintenance issue. As a result, a dataset was created by extracting complaints from 2019–20 relating to environment and/or management of facility, and then filtered to include only the complaints relating to HHSs.

There were 233 complaints concerning environment/management of facility in an HHS. A manual review of the case summaries for these 233 complaints found two complaints that could be considered as a 'maintenance issue'.

The first complaint related to a lift at an HHS facility being out-of-order. The OHO decided to take no further action on this complaint and—under section 272(6) of the *Health Ombudsman Act 2013* (the Act)—to share information with the facility.

The second complaint concerned the quality of the equipment at an HHS facility. The OHO decided to refer the matter to the HHS under section 92 of the Act to action.

I trust this information is of assistance.

Yours sincerely



Andrew Brown
Health Ombudsman