

## **Question on Notice**

**No. 122**

**Asked on 3 March 2026**

**MRS MARGIE NIGHTINGALE** ASKED MINISTER FOR HEALTH AND AMBULANCE SERVICES (HON T NICHOLLS)—

### **QUESTION**

With reference to Indicator 016 in the Hospital and Health Service Agreement 2025-26—

Will the Minister provide in table format (a) the number of patient complaints received and (b) the number of complaints not resolved within 35 calendar days, for Queensland Health's 26 reporting hospitals (reported separately by month from October 2024 to the latest available date, where each reporting Hospital is a separate table, with the y-axis reporting month and the x-axis reporting (a) and (b) in separate columns)?

### **ANSWER**

Queensland Health is committed to addressing concerns of patients, family members and the community fairly, respectfully and promptly.

Each Hospital and Health Service (HHS) aims to acknowledge and resolve complaints to a consumer's satisfaction as quickly as possible.

Complaints received by HHSs are of both a clinical and non-clinical nature and generally consideration of complaints of a clinical nature are prioritised.

It is recognised that some complaints can be more involved and take longer to investigate and resolve. Some complaints may also include multiple issues. The date the complaint is considered resolved is based on the closure date of the last issue. A target of greater than or equal to 80% consumer complaints resolved within 35 calendar days is set in recognition of this.

The number of patient complaints received and the number of complaints not resolved within 35 days reportedly by 25 of the 26 Queensland Health's reporting hospitals and reported by month from 1 October 2024 to the 31 January 2026 are as outlined in Tables 1 and 2.

In the 14 months between October 2024 – January 2026, more than 85% of complaints were resolved within 35 calendar days. This is consistent with the proportion of complaints resolved within 35 calendar days between January – September 2024.

<b>Table 1: Count of complaints by month</b>		
<b>Month</b>	<b>Count of complaints not resolved within 35 calendar days across</b>	<b>Count of patient complaints received</b>
<b>2024</b>		
October	276	2075
November	262	1938
December	247	1644
<b>2025</b>		
January	295	2062
February	267	2082
March	293	1997
April	290	1979
May	284	2273
June	264	2242
July	340	2288
August	335	2284
September	395	2357
October	452	2552
November	352	2238
December	326	1785
<b>2026</b>		
January	407	2220

<b>Table 2: Count of complaints by Top 25 Reporting Facilities</b>		
<b>Month</b>	<b>Count of complaints not resolved within 35 calendar days across</b>	<b>Count of patient complaints received</b>
Bundaberg Base Hospital	147	990
Caboolture Hospital	131	2186
Cairns Hospital	295	1056
Gladstone Hospital	123	581
Gold Coast University Hospital	281	2288
Gympie Hospital	21	209
Hervey Bay Hospital	261	1202
Ipswich Hospital	163	1292
Logan Hospital	238	2454
Mackay Base Hospital	520	1358
Maryborough Hospital	51	294
Mount Isa Hospital	23	182
Nambour General Hospital	23	458

Princess Alexandra Hospital	899	2548
Queen Elizabeth II Jubilee Hospital	90	1065
Queensland Children's Hospital	99	786
Redcliffe Hospital	42	1576
Redland Hospital	243	972
Robina Hospital	80	515
Rockhampton Hospital	374	1162
Royal Brisbane and Women's Hospital	191	2878
Sunshine Coast University Hospital	163	2216
The Prince Charles Hospital	74	2187
Toowoomba Hospital	164	1427
Townsville University Hospital	389	2134

Note that the data extracted for this QON represents a specific point in time and may be subject to change. Data provided as part of previous QON's may vary slightly from the data provided above due to subsequent changes to data in the information management system.