

Complaints recorded in the Health and Care Jersey database, by category, from 2023 to 31 May 2025

FOI REFERENCE 722083637

Primary Subject	2023	2024	2025
Aids / Appliances / Equipment	4	0	1
Appointments / Admissions / Transfers / Discharge procedures	72	19	11
Attitude and behaviour	88	46	23
Care	185	119	30
Catering	0	1	0
Cleanliness / Laundry	1	0	0
Communication (Oral)	32	18	7
Communication (Written)	13	1	1
Competence	0	2	0
Complaint handling	1	0	0
Confidentiality	2	5	0
Date for appointment	2	0	1
Date of admission / attendance	2	1	0
Failure to follow agreed procedures	2	1	0
Hospital acquired infection	1	0	0
Mortuary / Post mortem arrangements	0	1	0
Other	6	8	9
Patient privacy / Dignity	3	0	0
Patient property / Expenses	3	1	1
Personal records	2	1	1
Policy and commercial decisions of NHS Board	0	1	0
Premises	6	1	0
Shortage / Availability	3	0	0
Test results	3	0	1
Travel	2	3	1