

Ref: FOI/CAD/ID 3200

**Please reply to:**  
FOI Administrator  
Trust Management  
Service Centre  
Maidstone Hospital  
Hermitage Lane  
Maidstone  
Kent  
ME16 9QQ  
Email: mtw-tr.foiadmin@nhs.net

21 June 2016

### Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Ophthalmology Department formal complaints 2015.

*I would like to request the total number of formal complaints received between 1 January 2015 and 31 December 2015 for your Ophthalmology Department and the primary subject area of each complaint.*

Please see the following table:

Trust administration/policies/procedures	4
Patient care	1
Clinical treatment	7
Staff values and behaviours	1
Appointments	2
All aspects of clinical treatment	4
Consent	2
Appointments delay/cancellations (outpatients)	1
Waiting times	2
Total	24