

Ref: FOI/GS/ID 5017

Please reply to:
FOI Administrator
Trust Management
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Email: mtw-tr.foiadmin@nhs.net

9 July 2019

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 Complaints.

Please accept my apologies for the delay in responding to your request.

You asked:

- 1) How many compliments did your trust receive in 2017?*
- 2) Do you have a procedure for handling compliments?*
- 3) Do you respond to the authors?*
- 4) Do you pass the compliments onto to the complimentees?*
- 5) Do management see copies of compliments?*
- 6) Do you analyse the content of compliments?*

Trust response:

- 1) 322
- 2) Yes
- 3) Where contact details are provided, yes.
- 4) Yes
- 5) Yes
- 6) Not at a corporate level.