

Ref: FOI/GS/ID 5849

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

15th November 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 data for 2018-19.

You asked:

- 1. How many complaints were upheld by the Ombudsman?*
- 2. How many complaints were partly upheld by the Ombudsman?*
- 3. What was your complaints (3 working days) performance as a percentage?*
- 4. What was your complaints (final response) performance target in days?*
- 5. What was your performance as a percentage in response to this target? (e.g. 75% of complaints are answered within 25 working days or as agreed with the complainant)*
- 6. How many days does it take on average for you to respond to a complaint?*

Trust response:

1, 2, 4 & 5

Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. Please see the following



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3. The Trust does not calculate this figure
6. The Trust does not calculate this figure.