

Ref: FOI/GS/ID 7778

Please reply to: FOI Administrator Trust Management Maidstone Hospital Hermitage Lane Maidstone, Kent ME16 9QQ

Email: mtw-tr.foiadmin@nhs.net

www.mtw.nhs.uk

22 December 2022

Freedom of Information Act 2000

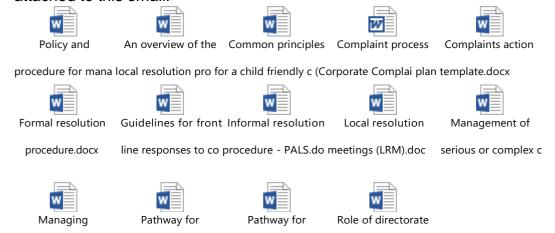
I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to PALS and Complaints.

You asked:

- 1. MTW PALS and Complaints Policy (RWF-OPPPCS-NC-CG31)
- 2. PALS and Complaints Annual report (most recent)
- 3. PALS and Complaints reports presented to the Quality Committee (last 12 months)
- 4. CLIPAM Group minutes and reports (last 12 months)

Trust response:

1. Please find below details of the requested documents which are attached to this email.



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2. Please find below details of the requested document which is attached to this email.



3. Please find below details of the requested documents which are attached to this email.



Report January 2022 ETM Feb22 Patient S Complaints Legal In Complaints Legal In Complaints Legal In

4. Please find below details of the requested documents which are attached to this email. Please note there were no minutes in March and the September meeting was cancelled. December's minutes are not yet completed and approved.



Redacted Minutes Redacted Minutes Redacted Minutes CLIPAM 06 07 2022_. CLIPAM 05 08 2022_ CLIPAM 07 10 2022_. CLIPAM 08 11 2022_p