

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.

				
Policy and	An overview of the	Common principles	Complaint process	Complaints action
procedure for mana local resolution pro for a child friendly c (Corporate Complai plan template.docx				
				
Formal resolution	Guidelines for front	Informal resolution	Local resolution	Management of
procedure.docx	line responses to co procedure - PALS.do meetings (LRM).doc	serious or complex c		
				
Managing	Pathway for	Pathway for	Role of directorate	
complaints across o managing concerns managing quality al staff in investigatin				

Chair of the Trust Board: David Highton Chief Executive: Miles Scott

Trust Headquarters: Maidstone Hospital, Hermitage Lane, Maidstone, Kent ME16 9QQ
 Telephone: 01622 729000 / 01892 823535

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



Redacted
Complaints Annual

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



Redacted CLIPAM



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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 2022 01



Redacted 2022 02



Redacted 2022 04



Redacted 2022 05



Redacted Minutes
07 Minutes CLIPAM_04 Minutes CLIPAM 06 Minutes CLIPAM 06 Minutes CLIPAM CLIPAM 09 06 2022.p



Redacted Minutes
CLIPAM 06 07 2022_



Redacted Minutes
CLIPAM 05 08 2022_



Redacted Minutes
CLIPAM 07 10 2022_



Redacted Minutes
CLIPAM 08 11 2022.p