

FOI 3593

11<sup>th</sup> February 2026

## FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

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I am contacting you regarding information relating to the Trust's compliance with its own complaints process.

I would be grateful if you could provide me with (i) the total number of complaints lodged by patients received by the Trust in the last 5 years, (ii) the number of complaints responded to within the Trust deadline of 20 days, as a number and a % (iii) the number of complaints acknowledged within 2 days of receipt as a number and a %.

### Response:

Year Complaint Received	Total Number of Formal Complaints Received	Total Number of Formal Complaints Responded to within 20 Working Days	Percentage of Formal Complaints Responded to within 20 Working Days	Total Number of Formal Complaints Acknowledged within 2 Working Days	Percentage of Formal Complaints Acknowledged within 2 Working Days
2021	476	217	45.6%	473	99.4%
2022	815	283	34.7%	811	99.5%
2023	568	193	34%	563	99.1%
2024	555	146	26.3%	552	99.5%
2025	692	258	37.3%	680	98.3%

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