

FOI 2756

17<sup>th</sup> December 2024

## **FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST**

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- **The total number of complaints upheld during the calendar year 2023-24 about respite care within the Southern Trust.**
- **All documentation on complaints upheld around safeguarding.**
- **The documentation broken down by incidents and what type of incidents.**

### **Response:**

As the Southern Trust does not record investigation outcomes as being upheld, we are unable to provide a response to this request.

- The Southern Trust complete a thorough investigation of issues/concerns received in line with the Regional HSC Complaints Procedure.
- The purpose of a complaint's investigation is not only "resolution" but also to ascertain what happened or what was perceived to have happened; establish the facts; learn lessons; detect misconduct or poor practice; and improve services and performance.
- The Regional HSC Complaints Procedure does not contain processes or procedures to determine if a complaint is upheld and therefore investigations do not determine if complaints are upheld.

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