

Reference Number: FOI/2019/464
From: Private Individual
Date: 13 November 2019
Subject: Performance on complaints handling 2018/19

Q1 Last year (2018-19) for your acute Trust how many complaints were upheld by the Ombudsman?

A1 None

Q2 How many complaints were partly upheld by the Ombudsman?

A2 None

Q3 What was your complaints (3 working days) performance as a percentage?

A3 97.2%

Q4 What was your complaints (final response) performance target in days?

A4 Target is within 25 working days for most. 33 out of the 36 were responded to within the negotiated timeframe.

Q5 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)

A5 91.6%

Q6 How many days does it take on average for you to respond to a complaint?

A6 25 days