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Request for Information Reference: 12.23.29

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

4th January 2023

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 11th December 2023 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Complaints and I am providing the following information in response to your specific questions:

I would like to make a Freedom of Information Request in relation to the following

- 1. Total number of complaints made to Durham and Darlington NHS Trust during the last full financial year (2022/2023).**

551

- 2. What is the deadline for providing a full and comprehensive written response to a complaint.**

The Trust work under the current PHSO Standards where the Trust are allowed up to 6 months to respond to complaints.

- 3. The total number of complaints who did not receive a full written response within the deadline.**

20

4. For those complaints which did not receive a full response within the deadline date, the main reason for the failure to provide a response.

Operational reasons including:

- Delay in the investigation
- Complex Case
- Awaiting information from an external organisation
- Signing off and queries
- Patient Experience Team delay.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator