

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100
Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 06.17.20

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

Email only

10 July 2017

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 15 June 2017 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding formal complaints. Specifically you asked for:

This is a request under the Freedom of Information Act.

I request to know how many formal complaints your NHS trust has received during the duration of May 2016 to May 2017?

I am happy to receive this data in numerical form. For example:

“This NHS trust has received 40 complaints in the time period May 2016 to May 2017”

County Durham and Darlington NHS Foundation Trust replies:

There were 700 formal complaints received from 1 May 2016 to 31 May 2017.

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. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer