

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: 11.19.23

Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

10 December 2019

### **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 13 November 2019 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 complaints. Specifically you requested information as follows:

#### ***Last year (2018-19) for your acute Trust:***

- 1. How many complaints were upheld by the Ombudsman?***
- 2. How many complaints were partly upheld by the Ombudsman?***
- 3. What was your complaints (3 working days) performance as a percentage?***
- 4. What was your complaints (final response) performance target in days?***
- 5. 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)***
- 6. How many days does it take on average for you to respond to a complaint?***

**County Durham and Darlington NHS Foundation Trust replies:**

<b>Question</b>	<b>1. Upheld</b>	<b>2. Part Upheld</b>	<b>3. 3WD%</b>	<b>4. WD Target</b>	<b>5. WD % Achievement</b>	<b>6. Avg Total Days</b>
Answers	1	5	99%	A timescale is agreed with the complainant for each individual case.	97%	30 working days

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](http://www.ico.gov.uk).

There is no charge for making an appeal.



County Durham  
and Darlington  
NHS Foundation Trust

Yours sincerely

**Joanna Tyrrell**  
Freedom of Information Officer