



40/42 Friars Walk
Lewes
East Sussex
BN7 2XW

foi@secamb.nhs.uk

17th October 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/09/19.

You requested the following information:

Question 1:

How many open K041 formal complaints did you have as a Trust on the last calendar day of each month during 2015/2016 and 2016/2017 (to date)?

I regret to advise that we cannot provide the information as requested on the grounds of the exemption contained within s.12 of the FOIA. To retrieve the information would necessitate looking at each individual complaint and given the timespan requested, this would exceed the appropriate limit of 18 hours as set down in the guidance on the application of the Freedom of Information and Data Protection (Appropriate Limit and Fees).

However we are able to provide the number open and closed for each month. Please see the table below which shows the number of formal complaints for each month from April 2015 through to September 2016.

Month & Year	Number opened	Number closed
2015 04	31	53
2015 05	41	32
2015 06	28	54
2015 07	30	34
2015 08	36	19
2015 09	34	36
2015 10	45	28
2015 11	28	33

2015 12	22	32
2016 01	16	36
2016 02	29	26
2016 03	36	16
2016 04	33	24
2016 05	29	27
2016 06	40	39
2016 07	41	36
2016 08	30	41
2016 09	34	21

Question 2:

How many open PALS / Informal concerns did you have as a Trust on the last calendar day of each month during 2015/2016 and 2016/2017 (to date)?

I regret to advise that we cannot provide the information as requested on the grounds of the exemption contained within s.12 of the FOIA. To retrieve the information would necessitate looking at each individual complaint and given the timespan requested, this would exceed the appropriate limit of 18 hours as set down in the guidance on the application of the Freedom of Information and Data Protection (Appropriate Limit and Fees).

However we are able to provide the number open and closed for each month. Please see the table below which shows the number of informal complaints for each month from April 2015 through to September 2016.

Month/Year	Number opened	Number closed
2015 04	89	76
2015 05	91	117
2015 06	118	143
2015 07	129	106
2015 08	87	69
2015 09	149	82
2015 10	92	159
2015 11	106	134
2015 12	70	101
2016 01	100	64
2016 02	70	48
2016 03	107	38
2016 04	74	63

2016 05	68	122
2016 06	71	108
2016 07	87	108
2016 08	77	90
2016 09	68	80

Question 3:

Can I have a copy of the Trusts annual complaints report for the last 2 years please?

Please see the link below to our Document Library where you can locate our Annual Reports for the last two years which contains this information:

http://www.secamb.nhs.uk/about_us/document_library.aspx

I hope you find this information helpful.

If, for whatever reason you are unhappy with our response, you are entitled to pursue any dissatisfaction through South East Coast Ambulance NHS Foundation Trust's (SECamb) Internal Review Procedure at:

South East Coast Ambulance Service NHS Foundation Trust
40-42 Friars Walk
Lewes
East Sussex
BN7 2XW
Email: complaints@secamb.nhs.uk

Should you remain unhappy with the outcome of any such internal review, you may request a decision from the Information Commissioner at:

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

If I can be of further assistance to you, please do not hesitate to contact me, quoting the above reference number.

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust