



South East Coast Ambulance Service NHS  
Foundation Trust  
Nexus House  
Gatwick Road  
Crawley  
RH10 9BG

Date 27<sup>th</sup> June 2017

Email:

Email: [foi@secamb.nhs.uk](mailto:foi@secamb.nhs.uk)

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/06/13

You requested the following information, please also see our response below:

**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”**

Between 1<sup>st</sup> May 2016 and 30 April 2017 the Trust received 1061 statutory complaints. We do not separate complaints into formal or informal category.  
I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Information Governance Manager via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

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