



Trust Headquarters
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20th March 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 20/02/25

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

How does your Trust provide redress (financial remedy) to their complainants. I would be grateful if you could provide:

1. **A copy of your redress/financial remedy policy and process.**
We do not have a redress/financial remedy policy /process .
2. **At what stage in the complaints process do you consider redress/financial remedy?**
If a financial remedy is sought by the complainant, then it is considered.
3. **Do you have a schedule of costs that you would repay, or is each case considered individually?**
Each case is considered individually.
4. **Who decides on what payments are made?**
If within Patient Experience team, then the decision is made at Director level.
If the matter is being handled by the Legal team then the Head of Legal Services.
5. **What level of staff decide on redress/financial remedy? E.g. what banding?**
Band 8b or above
6. **What audit processes are in place?**
We do not have any audit processes in place.
7. **Do you decide on redress by each service or does it go to a MDM for discussion?**
Each case is considered individually after discussion with relevant stakeholders as appropriate.

8 Whose budget does the payments come from?

Corporate expenditure – claims contributions

9 How often are redress meetings held?

There are no regular meetings

10 How much redress has been paid in the last financial year?

The sum of £3,306.92 was paid out over 4 ex-gratia claims from April 2019 to date.

11 Do you adhere to the PHSO financial scale for redress?

The PHSO scale is for the PHSO to use when they are recommending financial redress.

12 Do you have a ceiling for the redress payments you make – how much can you pay up to?

Payments without reference to our indemnifiers are up to £3000

13 What does redress cover?

Actual cost of repair/replacement/making good for property damage matters; compensation for injuries and distress.

14 Do you consider loss of earnings and distress?

Yes, where appropriate.

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, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

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