

## Freedom of Information Act 2000 disclosure log entry

### Reference

16-17167

### Date sent

28/09/2016

### Subject

Complaints and PALS Concerns March 2015 to June 2016

### Details of enquiry

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)?
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)?
3. Can I have a copy of the Trust's annual complaints report for the last 2 years please?

### Response Sent

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)?

2015/2016	Number of K041 complaints
March 2015	
April 2015	3
May 2015	3
June 2015	2
July 2015	2
August 2015	5
September 2015	2
October 2015	3
November 2015	0
December 2016	0
January 2016	0
February 2016	3
March 2016	4

2016/2017	Number of K041 complaints
April 2016	4
May 2016	2
June 2016	6
July 2016	2
August 2016	1
September 2016	Data not available until after month end.

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)?

The Trust does not hold records for the whole of the period requested. Monthly logs of PALS concerns have only been kept since July 2016. Previous reports for PALS were quarterly, and reflect closed concerns, because the concerns had been resolved by the time the reports were published.

2016/2017	Number of K041 complaints
April 2016	data not held
May 2016	data not held
June 2016	data not held
July 2016	0
August 2016	0
September 2016	3 open concerns

3. Can I have a copy of the Trust's annual complaints report for the last 2 years please?

These are both provided via the links below.



BD April 16 Annual  
Complaints report fo



Annual Complaints  
report for 2014-15 fc