

Dear Sir/Madam

Thank you for your Freedom of Information request concerning complaints. The Trust can provide the following information:

**Freedom of Information request**

Dear Sir or Madam,

Under the Freedom of Information Act, I would like to request records of all complaints made against each hospital in your trust (Homerton), and the cost to the trust in dealing with the complaints, for the following years

- 2013
- 2008
- 2003

Please see attach-

Note: as this information wasn't recorded electronically in 2003-2008 we are not able to provide-as manual searches of any paper recorded information would exceed 18 hours and thus is exempt under section 12 of the Freedom of Information Act 2000.

As previously advised – we are not able to provide a figure with regards to cost in dealing with complaints as this isn't recorded in that format.

Also we are not able to provide by individual categories i.e. against doctors/ nurses etc. as this isn't recorded in that format. Lastly as there are 271 to redact any patient/personal identifiable information would exceed 18 hours thus is exempt under section 12 of the Freedom of Information Act 2000.

If you have any queries about this response please contact the information governance manager at [foi@homerton.nhs.uk](mailto:foi@homerton.nhs.uk) , in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk) to take them further.

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Yours sincerely

James Cook  
Information Governance Administrator

Michael Dunne  
Information Governance Manager

Year	Number of Complaints	Sub-Catogory (complaint from patient/staff)	
2013/2014	271	Treatment Related	108
		Communication	49
2008	? Not electronically recorded	Diagnosis	27
		Staff / Environment	25
		Discharge	13
2003	? Not electronically recorded	Confidentiality Issue	6
		Peri / Post Operative / Procedure	4
		Personal Injury	1
		Pregnancy and Peri-natal (Labour / Delivery)	9
		Resource/Infrastructure	4
		Security	10
		Medical Device / Equipment Failure / Misuse Issue	3
		Medication	3
		Child / Adult Protection Issue	2
		Slips Trips/Falls	3
		Violence/Harrassment/Assault	2
		Other	2