

Date: 09/12/2014

Dear Sir/Madam

This is a follow up response relating to **Thefts/physical & verbal abuse**

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**Please find our response below:**

Not able to help with this one. We only cover complaints made by pts about staff. We do not deal with complaints made by staff about pts.

With thefts they go through as incidents not as complaints. Sometimes we investigate items lost on the ward that we have to eventually assume have been stolen but that is not usually confirmed so we have to say "missing, presumed stolen" so not logged as theft.

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

Mike Dunne  
Information Governance Manager/Deputy Calidcott Guardian

*Incorporating hospital and community health services, teaching and research*