

11 March 2015

Dear Sir/Madam

Thank you for your recent Freedom of Information request regarding complaints.

The Trust can provide the following information:

A document with all the complaints made to Homerton University Hospital, as they were worded by complainants, for 2012/13, 2013/14, and 2014 to 23 February 2015 (or as close to that date as is recorded).

The Trust is unable to respond to your request as the requested information is exempt under section 40 of the FOI act where the disclosure of third party information would contravene the data protection principles contained in the Data Protection Act 1998.

We can if you wish provide details around the total number of complaints received for the date ranges included in your request as well as a breakdown around the type of complaint received.

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

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Information Governance Administrator

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