



University Hospitals
of North Midlands
NHS Trust

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Ref: FOIA Reference 2021/22-497c

Date: 1st February 2022

Email foi@uhnm.nhs.uk

Susan Clarke
129 Wyndham Road
Blurton
Stoke on Trent
ST3 3LU
susanclarke64@hotmail.com

Dear Ms Clarke

I am writing to acknowledge receipt of your email dated 29th January 2022 (received into our office 31st January) querying the information sent under the Freedom of Information Act (2000) regarding pay/complaints

You emailed with the following:

'I acknowledge receipt of your correspondence of 25th January.

I note from your correspondence that 101 complaints were not upheld.

Perhaps this should have been clarified in your previous response.

That is almost 1 in 5 complaints that were not successful. That is quite a high number of complaints being dismissed.

I also refer to my correspondence by email of 10th January, where I asked for numbers of complaints upheld AND APOLOGIES GIVEN (without press involvement, just to clarify).

I WOULD LIKE NUMBERS OF APOLOGIES GIVEN, PLEASE.

The number of apologies given is all that is required, as some of us are very aware of patient confidentiality.'

Our response

We provide an apology from the CEO in all of our response letters regardless of the outcome of the complaint process



As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



University Hospitals
of North Midlands
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Jean Lehnert
Data, Security & Protection Manager

