

Ref: FOIA Reference 2021/22-319

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

Date: 24<sup>th</sup> September 2021

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 14<sup>th</sup> September 2021 requesting information under the Freedom of Information Act (2000) regarding [REDACTED]

On 16<sup>th</sup> September 2021 we contacted you via email as we required the following clarification:

1. Are you asking for complaints 'raised' or complaints 'upheld'?
2. Please define what you mean by compliant- e.g. is one email containing 5 points of complaint, deemed one complaint or 5?
3. Are you asking for complaints raised by patients or by staff or both?

On 22<sup>nd</sup> September 2021 you replied via email with:

*'To continue with my request about how many complaints have been raised against [REDACTED] I will clarify as follow:-*

1. *I am asking for complaints that have been raised and upheld please.*
2. *You ask me to define what I mean by "compliant" sorry I don't know what you mean by this grammar. If you meant what do I mean by complaints any please either containing one point or more complaints.*
3. *I am asking for complaints raised by both patients and staff please'*

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHM) 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.

**Q1 I would like to know how many complaints have been raised against [REDACTED] ([REDACTED] [REDACTED]) since [REDACTED] time working at University Hospital of North Midlands NHS Trust please.**

**A1** With regard to your request, we regret to inform you that University Hospitals of North Midlands NHS Trust takes the view that this information is exempt from disclosure in accordance with section 40(2) of the 2000 Act. The reason why the Trust takes this view is because it would breach the Trusts obligations under Data Protection Act 2018. Accordingly, your request is exempt from disclosure as being *Personal information*.

*This exemption is an absolute exemption and therefore no consideration of the public interest test is needed*

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

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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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.

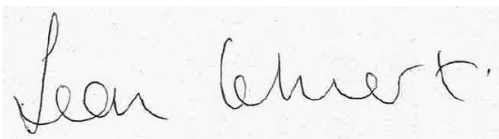
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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



Jean Lehnert



University Hospitals  
of North Midlands  
NHS Trust

Data, Security & Protection Manager

