

Date: 26/06/2015

FREEDOM OF INFORMATION REQUEST Ref: FOI/012285 – Complaints procedures

1. The Trust's complaints procedures and any supporting guidance for those handling complaints which come from patients, families or carers.
2. Complaints reports, both summaries and more detailed papers, given to the Trust Board during the period January 2014 to March 2015.
3. Papers presented to the trust Board about complaints during the same period, together with minutes of discussion and decisions agreed.

Questions 1 to 3 for a copy of the Trust's complaints procedure and summaries of complaints reports please contact FOI@dgh.nhs.uk quoting reference number FOI/012285 and copies can be e-mailed to you.

4. To assist us in understanding the roles and relationships of different jobs involved in the Trust's public and Customer Relations we would also like to see an organogram describing such relationships if one exists.

Trust does not hold this information

5. If recent changes (ie since April 2014) have taken place to complaints procedures we would like to see the last previously applicable procedures and guidance.

None