

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-092024-0001122

Date: 25/09/2024

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Request

I would like to request the number of complaints made by patients in the last 24 months please. I make this request under the Freedom of Information Act.

Response

The Trust can only report this data (number of patients) in financial years (April to March). Please see below the number of complaints made by patients (this excludes relatives, carers, others, etc):

Financial year 2022-23: 472 complaints made by patients

Financial year 2023-24: 467 complaints made by patients

Financial year 2024-25 (part year): 246 complaints made by patients

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow

Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust