

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

Ref: FOI-000251

Date: 9/8/23

Address / Email:

Dear

Request Under Freedom of Information Act 2000

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

The annual number of complaints made to the trust about the maternity care for the calendar years 2018, 2019, 2020, 2021, 2022- please see attached spreadsheets setting out the number of complaints received for maternity services for the years requested.

Please state the number of complaints fully upheld, partly upheld, and not upheld- see attached spreadsheet.

Please provide the data broken down by the complainants' ethnicity- we do not record this against each complaint and are unable to provide this.

In the simplest terms, please indicate what the nature of each complaint- see attached spreadsheet

For a copy of the reports please contact dgft.foi@nhs.net quoting reference number 000251

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

FOI/REF FOI-

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