

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

Ref: FOI-022024-000616

Date: 22nd March 2024

Address / Email:

Dear

Request Under Freedom of Information Act 2000

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

Request

Please can you provide me with all confidential and redacted patient complaints for staff member [REDACTED] during the staff member's employment with the Trust. If possible, please provide dates of complaints and the nature of complaints in PDF form via this email address.

Response

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

As per NHS Digital rules the Trust does not publish information for cases lower than five as this could lead to the identification of the persons involved and cause distress to Families or Friends. The number of complaints/concerns over the term requested is less than 5, so Exemption Section 40(2) of the Freedom of Information Act is applied.

Even with a high level of redaction due to the level of detail and information contained within the reports this could still be patient identifiable, so the Trust is withholding this information under Exemption Section 40 (personal information) of the Freedom of Information Act.

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