

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

Ref: FOI-012026-0002179

Date: 26.02.2026

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000, please see response below.

Under the Freedom of Information Act

1. I would be grateful if you could confirm how many complaints Russell's Hall Hospital has received over the last two years.

The Trust (not just RHH) received 1053 new complaints for 2024-25 and to date for financial year 2025-26 (April 2025 to end of January 2026), the Trust has received 1074 new complaints.

2. What is the turnaround time for complaints being responded to and resolved?

The Trust provides a local complaint response time of 30 working days. The national timeframe for responding to complaints is six months.

The response rate for 2024-25 was: 47% of complaints received a response within 30 working days

The response rate for 2025-26 to date (April 2025 to end of January 2026): 46.6% of complaints received a response with 30 working days.

3. How many complaints have been resolved to the satisfaction of the complainant?

The Trust asks complainants to complete an evaluation survey at the close of a complaint. However, the return of these surveys is very poor.

For 2024-25: 886 evaluation forms were sent with 105 returned. Of those 105 forms returned, 30 were satisfied with their complaint.

For 2025-26: 889 evaluation forms were sent with 55 returned. Of those 55 forms returned, 24 were satisfied with their complaint.

4. How many resolution meetings have taken place?

For 2024-25, there have been 104 local resolution meetings.

For 2025-26 to date, there have been 81 local resolution meetings.

5. How many cases have gone forward to the PHSO?

The Trust received two formal investigations from the PHSO for 2024-25

The Trust received four formal investigations and one to resolve locally from the PHSO for 2025-26 (to date).

6. What was the outcome of cases referred to the PHSO.

The two cases received in 2024-25- both were partially upheld.

The five cases for 2025-26: Three of the formal investigation complaints remain under investigation with no outcome as yet. One of the formal investigation complaints was not upheld. The local resolution case was returned to the Trust to resolve locally, and this was completed.

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**