



26 June 2017

Information Rights & Compliance Team  
99 Waverley Road  
St Albans  
Hertfordshire  
AL3 5TL

Tel: 01727 804954  
Email: [foi@hpft.nhs.uk](mailto:foi@hpft.nhs.uk)

Our Ref: FOI 2612

Thank you for your request concerning formal complaints.

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

**1 How many formal complaints did your NHS Trust receive during the duration of May 2016 to May 2017?**

We received 247 complaints between the 1<sup>st</sup> May 2016 and 31<sup>st</sup> May 2017 (13 Months).

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith**  
**Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

