



18 October 2018

Information Rights & Compliance Team
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St Albans
Hertfordshire
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Tel: 01727 804954
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Our Ref: FOI 03050

Thank you for your request concerning the software we use for Complaints, Freedom of Information/Environmental Information Requests and Subject Access Requests.

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

1. What is the name of the organisation/service/authority you represent?

Hertfordshire Partnership University NHS Foundation Trust

2. What is the name of the software you use to manage, process and respond to complaints received? (if not applicable or available elsewhere enter N/A)

All our complaints are managed through Datix.

3. How much does the software in question 2 cost? (if not applicable or available elsewhere enter N/A)

Datix is our incident reporting system with a complaints package. It is not possible to break the cost down to just complaints.

4. When is the software in question 2 due for renewal? (if not applicable or available elsewhere enter N/A)

The Datix contract is due for renewal in May 2019.

5. What is the name of the software you use to manage, process and respond to FOI/EIR requests? (if not applicable or available elsewhere enter N/A)

For the processing of FOI/EIRs we use Ulysses.

6. How much does the software in question 5 cost? (if not applicable or available elsewhere enter N/A)

The contract value for Ulysses is £15,379 (including vat).

7. When is the software in question 5 due for renewal? (if not applicable or available elsewhere enter N/A)

The Ulysses contract is due for renewal in June 2023.

8. What is the name of the software you use to manage, process and respond to SAR requests? (if not applicable or available elsewhere enter N/A)

For the processing of SARs we also use Ulysses.

9. How much does the software in question 9 cost? (if not applicable or available elsewhere enter N/A)

Please see the answer to question 6.

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](#).

