

27 May 2021

Information Rights & Compliance Team  
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Our Ref: FOI/03967

Thank you for your request concerning Vexatious Complainants.

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

**a. How many people are currently regarded as habitual / unreasonably persistent / vexatious complainants under your Trust's Complaints policy?**

Currently we have 5 vexatious reports awaiting approval before we implement Stage 1 of process relating to vexatious complaints as detailed in our Compliments, Concerns and Complaints policy.

**b. How many have been regarded as habitual / unreasonably persistent / vexatious complainants under your complaints policy in the last five years?**

We are unable to provide this data because in the past vexatious complaints were not identified separately from other complaints.

**c. a copy of the protocol / policy on how your Trust deals with enquiries from Members of Parliament.**

Please see attached our Compliments, Concerns and Complaints policy. MP enquiries are mentioned in 7.12 and vexatious complaints in 12 and Appendix 10.

Our Compliments, Concerns and Complaints policy is due for reviewing and updating in July 2021 with a plan to have a full rewrite once the new Complaints Framework becomes law in 2022.

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](#).

