

26 January 2023

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

Tel: 01727 804954
Email: Hpf.foi@nhs.net

Our Ref: FOI/04553

Thank you for your request concerning complaints against Cyngent House and some of our consultants.

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

- 1. How many complaints have been received by HPFT PALS about Cygnet House, 1 Old College Court, Priory Street, Ware, Hertfordshire, SG12 0DE, in 21/22? (If department specifically is required, then the Adult Ware Community Mental Health Services)**

12 complaints were received in 2021/22.

- 2. How many complaints have been received against each of the following Consultant Psychiatrists in 21/22 - Dr Rashid Zaman, Dr Ajay Mandingh, & Dr Heman Pathmanandam?**

We have given full consideration to your request for the number of complaints made against 3 of our Consultants and feel that this data constitutes personal information. Although you have identified the individuals we feel that all Trust employees have a reasonable expectation that their information will not be disclosed without their consent. For this reason, we have applied Section 40(2).

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](#).



