

9 February 2023

Information Rights & Compliance Team  
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AL3 5TL

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Our Ref: FOI/04490

Thank you for your request concerning FOI, SAR requests and complaints software used.

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

**Please can you provide the following information, under the Freedom of Information Act.**

- 1) **Which software, if any, does the Trust use to process the following information requests:**
- 2) **Who provides this software?**
- 3) **What does it cost the Trust annually?**

	Software Provider	Spend
FOI requests	Ulysses	£774.00
EIR requests	Ulysses	
DSAR requests	Ulysses	
Complaints	Datix	01/06/2022 to 31/05/2023 £32,887.54
Compliments	Datix	
The processing or management of Safeguarding cases	Datix	

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](#).

