

29 March 2023

Information Rights & Compliance Team
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Our Ref: FOI/04628

Thank you for your request concerning Pals Complaints.

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

- How many complaints has pals received specially limited to NW Herts community mental health services and of these complaints break it down into categories between January 2018 and January 2023**

The categories break it into are

Upheld, Upheld and compensation given, Upheld staff disciplined, Out come of the disciplinary action, Closed at patients request, Not upheld, Not upheld and the trust learnt lessons from the complainant

We have provided the information we have access to with regard to complaints for 1 August 2020 to 31 January 2023 using the reportable categories available through our Incident Reporting system.

Row Labels	Count of Complaint Status
Consent not received/refused	3
Not Upheld	64
Not within NHS Complaints Procedure	2
Not Yet Responded	1
Partially Upheld	44
Upheld	14
Withdrawn by complainant	12
Grand Total	140

We are unable to provide you with the information regarding compensation given or whether staff were disciplined as this information is not held by the department and after consideration we have applied Exemption Section 40 (2) to this information due to it being potentially identifiable data¹.

¹ Section 40(2) - Personal Data has been applied. This is because by releasing this information could identify individual(s) and constitute a breach of the Data Protection Act (2018).

We follow our Compliments, Concerns and Complaints Policy which outlines how as a Trust we learn from complaints and continuous service improvement.

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](#).

