

## **FOI 007/2022 Response**

### **Request**

My request would be to know how many complaints have been made against Sparkbrook Home Treatment Team, based at the Zinnia centre, and their staff within the past 12 months.

I would like data from April 2021-March 2022 please.

### **Response**

There are 3 PALS complaints

- Extraction Criteria:
  - Grade: PALS Resolution
  - Department: Sparkhill Home Treatment Team
  - Date Received From 01/04/2021 To 31/03/2022
  - Patient Advice and Liaison Service (PALS), is where we try and respond to the complaint locally with the team / individuals involved.

There are 0 formal complaints

- Extraction Criteria
  - Grade: Complaint Resolution
  - Department: Sparkhill Home Treatment Team
  - Date Received From 01/04/2021 To 31/03/2022
  - If the Trust's PALS Team is unable to resolve the PALS complaint satisfactorily for the complainant, then it will be escalated to a Formal Complaint. An independent Investigating Officer (member of staff) is allocated to the case for investigation.