

FOI315 Response

Request

Can you please send me yearly stats from Jan 2016 to Jan 2021 on how many complaints were made to the PALS and how long it took to resolve them.

Response

Please see table below and note that the Trust is unable to provide data for the length of time taken to resolve each complaint.

This is because the request information is not readily captured within our systems and will require exhaustive and manual measures that exceeds the appropriate threshold of carrying out this task.

The Trust therefore rely on the exemption Section 12 of the Freedom of Information Act 2000 to refuse this part of your request.

However, the Trust can provide the average response time.

Year	Total Complaints	Average Response Time in Days
2016	141	35
2017	120	32
2018	145	39
2019	94	25
2020	86	31