

## FOI403 Response

### Request

Hi,

I just received this response. The table shows "Average Response Time in Days". Is that working days or does it include weekends?

Is the response time from when a complainant first sends an emailed? Please clarify what the "Average Response Time in Days" actually means.

## 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

## **Response**

The “Average Response Time in Days” refers to working days and does not include weekends.

The ‘clock’ starts once the Trust registers the complaint and an acknowledgment letter is dated and sent to the complainant. For further information: a complaint must be raised within 12 months of the incident occurring or becoming aware of the incident. Once a complaint is received by the Trust it must be acknowledged within 3 working days of receipt and / or from the day it is confirmed that it will be a formal complaint. An example of this would be that an issue may first be looked into informally as a type of local resolution before it is classified as a complaint. If, however, any local resolution is unsuccessful a formal complaint may be requested and, therefore, registered.

The “Average Response Time in Days” means that for all the complaints received during that period, this is the average time taken (in working days from the date as outlined above) for the Trust to send a response to the complainant.