

Information Governance Department

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Ref: FOI2015/2582
Date Received: 31st March 2015
Response Due: 30th April 2015

24 April 2015

Dear ,

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked

- 1. How many complaints have been made to WWL Trust by patients or relatives about hospital care and treatment/staff in 2014?*
- 2. Please list these complaints and their outcomes*
- 3. How many complaints have been made to WWL Trust by patients or relatives about hospital care and treatment/staff in 2013? 2012? and 2011?*

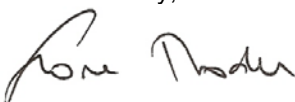
Questions 1 and 3 – Refusal Notice. The information that you have requested is exempt under Section 21 of the Freedom of Information Act because this information is easily accessible by some other means. Please use the link below to access this information. Please be advised that the financial year for 2014/15 will not be reported on until later this year.

www.hscic.gov.uk/datacollections/KO41a

Question 2 – Refusal Notice. The information that you have requested is exempt under Section 12 of the Freedom of Information Act because it will take more than 18 hours to retrieve and extract the relevant information. There are 367 files to be examined in order to extract the data to answer your query.

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 256335. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Chairman: Robert Armstrong
Chief Executive: Andrew Foster CBE

Fiona Noden
Director of Operations and Performance

PLEASE NOTE:

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, WrightingtonHospital, Hall Lane, AppleyBridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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