



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

## Information Governance Department

Suite 9  
Buckingham Row  
Brick Kiln Lane  
Wigan  
WN1 1XX

Email: [foi@wwl.nhs.uk](mailto:foi@wwl.nhs.uk)

Web: [www.wwl.nhs.uk](http://www.wwl.nhs.uk)

Ref: FOI/2025/10504

Date Received: 6<sup>th</sup> February 2025

Response Due: 6<sup>th</sup> March 2025

Date: 6<sup>th</sup> March 2025

Dear Sir/Madam

With reference to your request for information received on 6<sup>th</sup> February 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

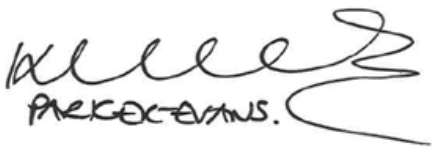
In your request you asked:

**Under the Freedom of Information Act, I would request:**

- 1. How many Patient Complaints were made to WWL NHS Foundation Trust in the year to 31 December 2024.**  
516.
- 2. How many of those requests were not fully replied to within the 60 day guideline of the complaint being made.**  
184.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Handwritten signature of Kevin Parker-Evans, with the name 'PARKER-EVANS.' printed below it.

Kevin Parker-Evans MBA, FCMI, CMgr. RN Dip HE  
Chief Nursing Officer & Director of Infection Prevention and Control

PLEASE NOTE:

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, Wroughtington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111