



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

Web: www.wwl.nhs.uk

Ref: FOI/2025/11192

Date Received: 31st October 2025

Response Due: 28th November 2025

Date: 17th November 2025

Dear Sir/Madam

With reference to your request for information received on 31st October 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do not 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 2000, I would like to request copies of the following:

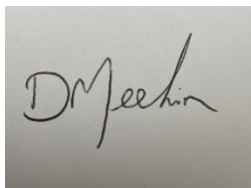
1. Complaints about homecare services:

- **The total number of complaints received each year from 2020 to 2025 relating to homecare (domiciliary care) services.**
- **Where available, please provide a breakdown of complaints by issue type (e.g. quality of care, missed visits, staff conduct, communication).**
- **Please state whether these complaints relate to directly provided services, commissioned providers, or both.**

The Trust does not provide social care services. Please redirect your questions to GM ICB, who commissions social care services, at nhsqm.foi@nhs.net.

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,

A handwritten signature in black ink, appearing to read 'D Meekin', on a light-colored background.

Daniel Meekin,
Deputy Director of Operations and Performance – Community Division

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, Wrightington, 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