



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 2 December 2019

Re: Freedom of Information Request
Ref: 319 - 2019

Thank you for your email dated the 13th November 2019, requesting information relating to complaints data.

The information that you require is as follows:

Last year (2018-19) for your acute Trust:

- 1. How many complaints were upheld by the Ombudsman?**
- 2. How many complaints were partly upheld by the Ombudsman?**
- 3. What was your complaints (3 working days) performance as a percentage?**
- 4. What was your complaints (final response) performance target in days?**
- 5. What was your performance as a percentage in response to this target? (e.g. 75% of complaints are answered within 25 working days or as agreed with the complainant)**
- 6. How many days does it take on average for you to respond to a complaint?**

Please add these numbers to this table:

Question	1.Upheld	2. Part Upheld	3. 3WD%	4. WD Target	5. WD % Achievement	6. Average Tot Days
Answers	0	0	95%	25 WD	65%	30

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>