

FREEDOM OF INFORMATION REQUEST

RF23-773

Request:

1. How many complaints have been made to the P.A.L.S service from 2018 to 2023
2. How many complaints have been upheld.

Response:

We can confirm East Kent Hospitals University NHS Foundation Trust (EKHUFT) holds the information you have requested.

1.

Financial Year	Number of complaints
2018-2019	827
2019-2020	851
2020-2021	729
2021-2022	910
2022-2023	841

2.

Financial Year	Number upheld
2018-2019	233
2019-2020	213
2020-2021	205
2021-2022	186
2022-2023	169

(DATE OF RESPONSE: 05 JANUARY 2024)