

## FREEDOM OF INFORMATION REQUEST

RF24-009

### Request:

1. Please provide the Trust's target time frame for responding to complaints.
2. The total number of complaints received so far during 2023/24.
3. The proportion of complaints responded to within:
  - a. 60 days
  - b. between 60 and 90 days
  - c. between 90 and 120 days
  - d. more than 120 days.

### Response:

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

1. This depends on the complexity of the complaint but will be either 50 working days or 60 working days.
2. From 01/04/2023 to 31/12/2023: 753 complaints
3. Of the 753 cases, 83 were withdrawn, 5 are awaiting consent and 296 have been responded to with the corresponding timeframes below. The rest are still under investigation.
  - a. 60 days: **79**
  - b. between 60 and 90 days: **130**
  - c. between 90 and 120 days: **78**
  - d. more than 120 days: **09**

**(DATE OF RESPONSE: 19 JANUARY 2024)**