Freedom of Information Request

Reference Number: EPUT.FOI.23.2926
Date Received: 16th of April 2023

Information Requested:
Please can you provide?
1. For 2023 the average time taken from receipt of a complaint to the point that the complaint is responded to in an acknowledgement letter (how many working days, based on those acknowledged in 2023)
Average time taken to acknowledge formal complaints received from 1 Jan 2023 to date (25/4/2023) was 1.19 days

2. For 2023 the average time taken for any complaints to be closed (based on those closed in 2023)
Average time taken for formal complaints to be closed from 1 Jan 2023 to date (25/4/2023) is 88 working days.

3. For 2023 what the period is before a complaint is deemed by EPUT to be overdue
The Trust aim to respond to all complaints as quickly as possible. Timescales will depend on the complexity of the issues raised. The Trust has an internal target of 60 working days to respond to complaints; actual response times can vary depending on the nature of the concerns raised, and when additional complaint points are added during the investigation. The Trusts aim to keep the complainant informed and updated where there are delays.

4. For 2023 how these overdue complaints are reported and to who and on what frequency
Complaints are reported in various different reports, and discussed at monthly and quarterly meetings with Senior Management.

5. How in the event that a complaint isn't being dealt with, it can be escalated to EPUT senior management.
Complaints can be escalated to Paul Scott (CEO)

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link https://eput.nhs.uk