

Ref no: 134131119
From: Public
Date: 13/11/19
Subject: Complaints upheld by the Ombudsman

REQUEST & RESPONSE

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 Uph.	3. 3 W.D.%	4. W.D. Tgt.	5. W.D. % Achievement	6. Avg. Total Days
Answers	0	0	99.3%	See below	92.1%	See below

4. Performance indicator is percentage of complaints resolved within the time frame agreed with the complainant.

6. Performance indicator is percentage of new complaints resolved in month within agreed time scales; 92.1%.