



6 February 2025

**Our Ref:** FOI 461

Dear

**Freedom of Information Act 2000**  
**Information in relation to Complaints in regards to Hospital Meals/Food**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 06 January 2025. Please accept my apologies for the delay in responding to your request. Thank you for your understanding and forbearance.

A response to each of the questions raised has been provided by the Office of the Medical Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Rebecca Manning**  
**Information Governance Officer**

**Q1. How many complaints were made to your health trust about hospital food/dinners/meals in each of the last three years (2022, 2023 and 2024)?**

A1. Please see Table 1.

Table 1

Year	No. of Complaints
2022	23
2023	25
2024	23

**Q2. Please provide a summary of each complaint - i.e. what the issue/problem was**

A2. The complaints referenced in Table 1 contained the following issues:

- Food provision
- Quality of food
- Limited choice
- Limited options for those with allergies
- Timeliness of meals
- Availability of food for the public
- Assistance at mealtimes