



18 July 2025

Our Ref: FOI 1257

Dear

**Freedom of Information Act 2000
Information in relation to the Number of Trust Complaints**

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 23 June 2025.

A response to each of the questions raised has been provided by the Office of the Medical Director 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) 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

Rebecca Manning
Information Governance Officer

Q1. I would like to know the number of complaints your trust has received since the 1st of February 2025 to the 28th February 2025?

A1. There were 98 complaints received in the Trust from 01/02/2025 to 28/02/2025.

Q2. How many of these complaints are still open / awaiting a response ? If easier how many of these complaints have been closed ? For clarity - A holding response in terms of its taking more time to gather information around your complaint is not an example of a complaint being closed.

A2. Please see Table 1 for the status of the complaints referred to in A1.

Table 1

No. of Complaints still Open/Awaiting Response	No. of Complaints Resolved/Closed
29	69

Q3. If a complaint is made and has not been responded to what is the next stage in the process for the individual to raise their complaint further to generate a response?

A3. If a complaint made has not been responded to, the Trust proceeds with the following procedure:

- The Trust will communicate with the complainant at intervals, in the process, to provide updates and reasons for any delays.
- Under the current process, all complainants will receive a written response to their complaint from the Trust.
- Following receipt of the Trust's response, if a complainant remains dissatisfied they have the option to contact the Northern Ireland Ombudsman to look into this further.

Q4. What do you consider to be a reasonable time period for a response to a complaint to be addressed by the trust?

A4. The Trust aims to resolve complaints within 20 working days. However, due to the complexity of some investigations, the Trust acknowledges that this timeframe may, on occasions, need to be extended in order to ensure a full investigation is completed.