



**East London**  
NHS Foundation Trust

**Information Governance**

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**Website:** <https://www.elft.nhs.uk>

11 May 2021

**Our reference: FOI DA3773**

I am responding to your request for information received 17 April 2021. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Keshia Harvey  
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

**Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention**

Chair: Mark Lam

Chief Executive: Paul Calaminus

*We care*

*We respect*

*We are inclusive*

**Request:**

**I would like to know:**

**Question 1. How many people are currently regarded as habitual / unreasonably persistent / vexatious complainants under your Trust's Complaints policy?**

Answer: There are currently zero people classified as habitual, unreasonably persistent or vexatious complainants.

**Question 2. How many have been regarded as habitual / unreasonably persistent / vexatious complainants under your complaints policy in the last five years?**

Answer: There are currently zero people classified as habitual, unreasonably persistent or vexatious complainants over the last five years.

**Question 3. A copy of the protocol / policy on how your Trust deals with enquiries from Members of Parliament.**

Answer: The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the FOI Act states:

*Any person making a request for information to a public authority is entitled—*

*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to him.*

There is not a separate protocol/policy regarding how the Trust deals with enquiries from Members of Parliament.