

**Information Governance**

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21 February 2020

**Our reference: FOI DA3385**

I am responding to your request for information received on 7 February 2020. 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**

**Request:**

**I would like to request all the complaints recorded by patients and the names of the mental health centers in which the complaint fell under. Please do not send me the names of the patients or any information related to them, only complaints patients have put forward from 1st January 2017 to 1st January 2020. I would like to receive this information on a spreadsheet. If you could please put the information into columns named as such: explanation of the complaint, the date it occurred, the decision made by the mental health centre to overcome it, if the same thing happened again. Please feel free to fill the spreadsheet with new columns or rows where you seem fit, for example if there are any numbers and/or name used to classify the complaint.**

**Answer:** The Trust does not hold all the information in your request centrally. In order to establish whether complaints have occurred on more than one occasion, staff would need to scrutinise each complaint record. That being the case, the Trust is unable to comply with your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

If you wish to re submit your request and ask for the service the complaint originated from together with a description and date, we would be able to process this.