

**Information Governance**

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28 September 2023

**Our reference: FOI DA4977**

I am responding to your request for information received 26 September 2023. 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,

Information Rights Coordinator

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**



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Interim Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:** I would be grateful if you would treat this as a formal request for disclosure of the following information under the Freedom of Information Act 2000 ("Fol").

Please feel free to redact or anonymise any names or sensitive data. If you cannot fulfil the request fully then please could you fulfil is partially as best as you can.

Could I add a time limit to this FOI? I just want information from the past 5 years.

**Question 1:** Could you provide any and all documents from written, audio, letters, records, forms or medical entries of women in maternity wards across East London NHS Foundation Trust who have made a complaint? I want to know what the complaints were about please provide the details in every form of communication you have available.

**Answer:** The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 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 them.*

East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not provide maternity services as described in this request. We are therefore unable to provide a response.

**Question 2:** Could you further focus on those complaints who have identified as women of colour.

**Answer:** Not applicable.

**Question 3:** Has there been any action taken against anyone who was involved in these complaints? In any small or big way. If so, what?

**Answer:** Not applicable.

**Question 4:** Have any complaints been upheld from the group I have outlined? If so what and who? Please define in detail.

**Answer:** Not applicable.



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