

### FOI Request Response information

FOI request reference:	2017/352
Date request received:	08/11/2017
Date request responded to:	10/11/2017
Date review received:	10/11/2017
Date review responded to:	17/11/2017
Category:	Complaints
Tags:	Policy, review, actions, meeting

#### Request Detail:

How the 10 line items in the complaints policy are measured and how they are reviewed in the trust (by who, what frequency) - what actions have been taken to improve the measured performance.

#### Response Detail:

The Trust response to your recent FOI request can be found in the attached pdf document.

#### Review Detail:

Please can you provide the material (meeting presentation, meeting minutes and meeting actions from the steering group mentioned in the last paragraph.

#### Review Response Detail:

We are unable to provide to provide minutes of the meetings as they contain personal information so have been deemed to be exempt from FOI requests under S41 of the FOI Act.

The Terms of reference for the group is attached – please note this is still in draft form, as it will not be agreed by the group until later this month.

**Please click on the paperclip symbol, on the left hand toolbar, to see additional attachments.**