

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 14 November 2019.

I am pleased to confirm the following.

1. How many complaints were upheld by the Ombudsman?
2. How many complaints were partly upheld by the Ombudsman?
3. What was your complaints (3 working days) performance as a percentage?
4. What was your complaints (final response) performance target in days?
5. What was your performance as a percentage in response to this target? (e.g. 75% of complaints are answered within 25 working days or as agreed with the complainant)
6. How many days does it take on average for you to respond to a complaint?

Question	1. Upheld	2. PartUph	3. 3WD%	4. WD Tgt	5. WD % Achievement	6. Avg Tot Days
Answers	0	3	100%	30 or 60 working days	84.1%	Data not stored.

You are advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your personal use. Any re-use of this information will be subject to copyright and the Re-Use of Public Sector Information Regulations (1st July 05) and authorisation from Milton Keynes Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

Any re-use of this information will be subject to the
'Re-use of Public Sector Information Regulations' and best practice.