



Information Governance Team

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Dear Sir/Madam.

**Freedom of Information Act 2000 (FOIA)
Request ID: REQ07970**

Thank you for your request for information relating to complaints regarding University Hospitals Coventry & Warwickshire Trust.

You have requested the following information:

Under the terms of the Freedom of Information Act, as a body under contract to a public agencies, you should be able to provide the following information relating to the number of complaints being received concerning University Hospitals Coventry & Warwickshire Trust /UHCW, for each year, in the period of the last 3 years. This is to assist in assessing performance of this Trust in relation to it's obligations under CQC's Regulations in respect of being well led and well managed, and complaints handling procedures. -

- 1. How many complaints have been received annually?**
- 2. Can you split between fatality /serious injury?**
- 3. Can you split between alleged causes such as neglect, breach of duty of care, negligence etc?**
- 4. Can you split out say cases over the age of 65 or 70 years old and /or cognitively impaired?**

5. Can you identify how many of these complaints are accepted by the Trust and resolved to the satisfaction of the complainants?

6. Can you identify how many of these complaints are referred and then upheld by the PHSO?

7. Can you identify how many of these complaints are referred for litigation?

For Questions 1 to 7, we can confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. This information is not held by Coventry City Council, this information is held by University Hospital Coventry & Warwickshire. Freedom of Information Requests can be made to the following email:

foi@uhcw.nhs.uk

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance