



Kent and Medway

NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID 33948 under the Freedom of Information Act 2000 regarding:-

PALS & Complaints Job Description & Policies

Your request is set out below:

- 1) The Job descriptions of the Pals & complaints staff
- 2) Structure chart of the Pals & Complaints team
- 3) Any policies the Pals and complaints team follow.

Please see the attached documents which are for the above questions.

I confirm that the information attached completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department

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Trust Chair – Dr Jackie Craissati
Chief Executive – Helen Greatorex