



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Aylesford
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Sent via email

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Website: www.kmpt.nhs.uk

Dear [REDACTED]

Request for Information

I write further to your request FOI ID 43707 under the Freedom of Information Act 2000 regarding: -

Complaints

Your request is set out below:

1. I would like to know how many complaints have been logged against the trust by patients for the years 2024 to date, 2023, 2022, 2021 and 2020.

Year	Total Number of Complaints
2020	309
2021	389
2022	330
2023	456
2024 to date	175

2. I would also like to know what the complaint was for.

Please find attached spreadsheet which shows the number of complaints received by type of complaint. Please note there are two tabs on the spreadsheet, as from March 2023 our reporting system changed and therefore categories of complaints also changed.

I confirm that the information above 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

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Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

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