



Kent and Medway

NHS and Social Care Partnership Trust

Information Governance & Records Management Department

1st Floor

Magnitude House

New Hythe Lane

Aylesford

Kent

ME20 6WT

Sent via email

Tel: 01795 514525

Email: kmpt.infoaccess@nhs.net

Dear [REDACTED]

Request for Information

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

FOI/SAR/Complaints volumes and performance

Your request is set out below:

	FOI	Non-medical Subject Access Requests	Medical Subject Access Requests	PALS Complaints	Other complaints
Number of cases/requests received in the last calendar year (2023)	386	2491		993 (505 complaints & 48 concerns/PALS)	23 (non-statutory)
Of those requests/cases in 2023, the number answered within time limits for the request/case.	368	2418		797	21
System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)	InPhase	InPhase	InPhase	InPhase	InPhase
Team/department that processes the request (name of team/department)	Information Governance & Records Management Department	Information Governance & Records Management Department	Information Governance & Records Management Department	PALS & Complaints Department	PALS & Complaints Department

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

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 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