



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 34693 under the Freedom of Information Act 2000 regarding:-

Complaints policy

Your request is set out below:

1. Your "Concerns and Complaints Policy"

Please see the attached Concerns and Complaints policy.

2. Your last three Annual Reports (as required by the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009).

Please see the attached annual reports for 2019/20, 2020/21 & 2021/22.

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

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati

Chief Executive – Helen Greatorex