

**Information Governance**

White Building  
Littlemore Mental Health Centre  
Sandford Road  
Littlemore  
Oxford  
OX4 4XN

Tel: 0845 219 1269  
Fax: 0845 219 1275  
Web: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

11 July 2017  
Reference no. 17180079

Dear

**Request for Information: Freedom of Information Act**

Thank you for your email of 15 June, making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

**Request:**

I request to know how many formal complaints your NHS trust has received during the duration of 1st May 2016 to 30th April 2017?

I am happy to receive this data in numerical form. For example:

"This NHS trust has received 40 complaints in the time period May 2016 to May 2017"

**Response:**

162.

The Trust publish information about Complaints, and in more detail, as part of the trust Annual Report. The 2016/2017 Annual Report is awaiting publication but the 2015/2016 is available via the following link:

<http://www.oxfordhealth.nhs.uk/resources/2016/07/OxfordHealthAnnualReportForParliament-Final-Version.pdf>

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance