

**Freedom of Information Request**

**Ref: UHB 19-688**

03 January 2020

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

1. How many complaints were upheld by the Ombudsman?
2. How many complaints were partly upheld by the Ombudsman?
3. What was your complaints (3 working days) performance as a percentage?
4. What was your complaints (final response) performance target in days?
5. What was your performance as a percentage in response to this target? (e.g. 75% of complaints are answered within 25 working days or as agreed with the complainant)
6. How many days does it take on average for you to respond to a complaint?

Please add these numbers to this table:

Question	1.Upheld	2. PartUph	3. 3WD%	4. WD Tgt	5. WD % Achievement	6. Avg Tot Days
Answers	3	4	98.1%	30	87.0%	43.9

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance  
University Hospitals Bristol NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**FOI Team**  
**UH Bristol NHS Foundation Trust**