

You can contact me on: 0300 061 3986  
foi.officer@ombudsman.org.uk

Our reference: FDN-192862/0015

**By email only**

J Roberts  
request-214601-3753f550@whatdotheyknow.com

27 June 2014

Dear J Roberts

**RE: Your information request**

Thank you for the clarification about your information request in your email dated 13 June 2014.

In relation to questions 1, 2 and 4 of your request, please find below a table of data (table A) which shows the number of complaint cases where clinical advisers provided advice in the last three years. Table B shows the number of clinical advisers that have provided advice in the last three years.

**Table A**

	Enquiry	Investigation
2011/2012	2822	252
2012/2013	2788	244
2013/2014	707	1646

**Table B**

2011/2012	327
2012/2013	364
2013/2014	513

With regard to questions 3 and 5 of your request, I can confirm that the information you have requested is not collected by the Parliamentary and Health Service Ombudsman.

To provide you with the requested data and cost figures, we would need to look into every enquiry and investigation case individually. Unfortunately to carry out this task we have estimated it would exceed the 'appropriate limit' set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

Section 12 of the Freedom of Information Act 2000 (FOIA) provides an exemption from the obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit (£450 or 18 hours at £25/hour). Accordingly, due to the length of time it would take to look into 8459 cases (grand total of the figures provided at table A) I am unable to provide this information to you.

I hope that the explanation is helpful. If you are dissatisfied with the outcome of your request, you can ask for a review by writing to the Review Team by email: [complaintsaboutphso@ombudsman.org.uk](mailto:complaintsaboutphso@ombudsman.org.uk).

Beyond that, if you remain dissatisfied, you can ask the Information Commissioner to look into your concerns. He can be contacted at:

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

Website: [www.ico.org.uk](http://www.ico.org.uk)

Helpline telephone number: 0303 123 1113

Yours sincerely

**FOI/DP Officer**  
Parliamentary and Health Service Ombudsman