

Alastair Scott-McKinley

Via email – [request-818219-a16659b8@whatdotheyknow.com](mailto:request-818219-a16659b8@whatdotheyknow.com)

Date: 21<sup>st</sup> January 2022

**Our Ref No: FOI 1333 21**

Dear Mr Scott-McKinley

**Reference – Freedom of Information Request**

Thank you for your request for information. Your request was received by email on 23<sup>rd</sup> December 2021. Your request has been processed under the terms of the Freedom of Information Act 2000.

I have now had an opportunity to consider your request and I have set out my response below and in the attached appendix.

**Request.**

Your query read, “*Please provide a copy of each Health and Social Care trust's annual report of all allegations and complaints under the Regional Policy and Procedure for Managing Allegations and Complaints (April 2015), via the delegated Statutory Function (DSF) reporting mechanism for each of the last five years (2020-21, 2019-20, 2018-19, 2017-18, 2016-17).*”

**Response.**

I can advise that the Health and Social Care Board (HSCB) is not in receipt of the information you seek.

Whilst reference to the Trusts complaints may be noted in the Delegated Statutory Function (DSF) reports, this information is not forwarded to the HSCB and is retained by the Health and Social Care Trusts.

You may therefore wish to direct your request to the five Health and Social Care Trusts in Northern Ireland, and I have included contact details at appendix 1 attached for your convenience.

I trust you find this response helpful, however, if you are unhappy with my response, please contact me and I will initiate an internal review into this matter.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Peter Moran', written in a cursive style.

---

Mr Peter Moran  
Assistant Information Governance Manager  
HSCB – Western Offices