



Department of Health & Social Care

Freedom of Information Team
Department of Health and Social Care
39 Victoria Street
London
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www.gov.uk/dhsc

Mr Martin Sims
[request-698725-
d63cc1b8@whatdotheyknow.com](#)

11 November 2020

Dear Mr Sims,

Freedom of Information Request Reference FOI-1263724

Thank you for your request dated 14 October 2020 in which you asked the Department of Health and Social Care (DHSC):

Subject: Freedom of Information request - Complaints documents for HEE

Your framework agreement with Health Education England (HEE) says that HEE must have effective procedures for handling complaints.

Under the Freedom of Information Act could you please provide all documents showing how the sponsor department has ensured that HEE has had a complaints policy and procedure since September 2019.

Please include draft versions where a final document may not be available. Please include any copies of correspondence with HEE regarding their complaints policy.

Your request has been handled under the Freedom of Information Act (FOIA).

DHSC does not hold this information.

However, outside of the scope of the FOIA, you may be interested in the following.

As you are aware, Section 4.8 of the Framework Agreement 2018-2021 between DHSC and Health Education England (HEE) states that the HEE Chief Executive, in her role as HEE's Accounting Officer, is responsible for ensuring that HEE has a complaints process. This agreement can be found here:

<https://www.gov.uk/government/publications/dhsc-and-hee-framework-agreement-2018-to-2021>

The HEE Chief Executive signs the annual governance statement published within HEE's Annual Report and Accounts, which is presented to Parliament, to confirm that HEE has effective governance in place. It can be found here:

<https://www.gov.uk/government/publications/health-education-england-annual-report-and-accounts-2019-to-2020>

If you are not satisfied with the handling of your request, you have the right to appeal by asking for an internal review. This should be submitted within two months of the date of this letter and sent to FreedomOfInformation@dhsc.gov.uk, or to the address at the top of this letter.

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

If you are not content with the outcome of your internal review, you may complain directly to the Information Commissioner's Office (ICO). Generally, the ICO cannot make a decision unless you have already appealed our original response and received our internal review decision. You should raise your concerns with the ICO within three months of your last meaningful contact with us.

The ICO can be contacted at:

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

<https://ico.org.uk/concerns/>

Yours sincerely,

Dorothy Crowe

Freedom of Information Officer

E: freedomofinformation@dhsc.gov.uk