

24<sup>th</sup> August 2012

Dear Miss Jackson

**Freedom of Information Request Reference M217-12**

Thank you for your request of the 27<sup>th</sup> July 2012.

We can confirm that the system we use for the reporting of Serious Untoward Incidents (SUI's) is STEIS.

If 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 and should be addressed to: [freedomofinformation@manchester.nhs.uk](mailto:freedomofinformation@manchester.nhs.uk)

If you are unhappy with the outcome of an internal review you have the right to ask the Information Commissioner to consider the handling of your request. They can be contacted through the following hyperlink  
[https://www.ico.gov.uk/Global/contact\\_us.aspx](https://www.ico.gov.uk/Global/contact_us.aspx)

We are keen to improve our performance wherever possible so if you could complete and return the attached Satisfaction Survey we would be very grateful.

If you require any further assistance, please do not hesitate to contact me.

Yours sincerely

**Debs Llewellyn**  
**Records Manager**

Att. 1