

FOI_0328_22/22 – FOI request concerning – Number of Vexatious Complainants

1. **How many people are currently regarded as habitual / unreasonably persistent / vexatious complainants under your Trust's Complaints policy?**

0 people are currently regarded as habitual/unreasonably or persistent.

2. **How many have been regarded as habitual / unreasonably persistent / vexatious complainants under your complaints policy in the last five years?**

0 people have been regarded as habitual/unreasonably/persistent/vexatious complaints in the last five years.

3. **Please provide a copy of the protocol / policy on how your Trust deals with enquiries from Members of Parliament.**

We are updating our current Complaints Policy and the updated Complaints Policy will make specific mention to how we deal with enquiries from Members of Parliament.

Please find attached our current policy.



GO05 Complaints,
Concerns, Enquiries

If we receive enquiries from a Member of Parliament, we follow the appropriate process for the enquiry which could be the complaints or service concern process. Likewise, if the enquiry is in relation to advice and sign posting we would then adhere to that process.