

## Complaints performance - our performance in responding to complaints

The Department of Health strives to follow best practice for public bodies, recommended by the Parliamentary and Health Service Ombudsman, in responding to complaints.

We aim to respond to complaints within 20 working days from receipt of request. If we are unable to meet this deadline we will let the complainant know and provide a realistic estimate of when they can expect a reply.

Below are details of our performance in the handling of complaints. The performance data starts from January 2011 and is updated on a monthly basis.

<b>2013</b>	<b>No of cases received</b>	<b>No of cases answered within 20 working days</b>	<b>No of cases answered over 20 working days</b>	<b>No of cases still open</b>	<b>Percentage answered within 20 working days</b>
October	2	-	-	2	
September	1	-	-	1	
August	1	-	-	1	
July	2	2	-	-	100%
June	0	-	-	-	-
May	4	2	2	-	50%
April	0	-	-	-	-
March	0	-	-	-	-
February	3	2	1	-	67%
January	2	1	1	-	50%

### Complaint cases 2013 – outcomes

<b>Outcome</b>	<b>Number</b>
Complaint upheld	1
Complaint not upheld	7
Complaint partially upheld	2
No Reply Required	1
<b>Total</b>	<b>11</b>

### Complaint cases 2012

<b>2012</b>	<b>No of cases received</b>	<b>No of cases answered within 20 working days</b>	<b>No of cases answered over 20 working days</b>	<b>No of cases still open</b>	<b>Percentage answered within 20 working days</b>
December	1	-	-	1	
November	4	1	2	1	25%
October	2	2	-		100%
Sept	4	2	2		50%
August	1	1	-		100%
July	3	2	1		67%
June	0	-	-		-
May	3	2	1		67%
April	1	-	1		0%
March	0	-	-		-
February	1	1	-		100%
January	2	1	1		50%

## Complaint cases 2012 – outcomes

<b>Outcome</b>	<b>Number</b>
Complaint upheld	3
Complaint not upheld	11
Complaint partially upheld	4
No Reply Required	2
<b>Total</b>	<b>20</b>

## Complaint cases 2011

<b>2011</b>	<b>No of cases received</b>	<b>No of cases answered within 20 working days)</b>	<b>No of cases answered over 20 working days</b>	<b>Percentage answered within 20 working days</b>
December	1	-	1	0%
November	2	2	-	100%
October	3	2	1	66.6%
September	2	2	-	100%
August	2	2	-	100%
July	2	1	1	50%
June	1	1	-	100%
May	2	1	1	50%
April	2	2	-	100%
March	2	2	-	100%
February	3	2	1	66.6%
January	10	2	8	20%

## Complaints accepted for investigation by the PHSO

Current position as at 24 October 2013

<b>No of DH cases being investigated</b>	<b>No closed</b>	<b>No open</b>
0	-	-

Further detailed statistical information, concerning complaint cases received by the PHSO, is published in their annual reports. These are available on the PHSO website:

<http://www.ombudsman.org.uk/about-us/publications/annual-reports> (opens new window)

### **Changes and improvements to services**

The Department can learn important lessons from complaints. These lessons can sometimes be used to contribute to service improvement. Where complaints have led us to change a service, policy or procedure we will report the change and outcome on this page.