



Resolution

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June 2026
FOI_7933

The following information was requested on 9 June 2026:

Under the Freedom of Information Act 2000, I'd like to request the following information:

For each of the last five calendar years in which information is available, please provide:

- 1. The number of complaints or concerns received by NHS Resolution relating to female sterilisation procedures, requests for female sterilisation, or access to female sterilisation services*
- 2. The number of complaints, claims or concerns received from women who alleged that they were refused a sterilisation procedure by an NHS provider*
- 3. Where available, a breakdown of the reasons alleged for refusal (e.g. age; possibility of changing their mind)*

I wish to be informed in writing whether you have such information and, if so, I seek the disclosure of that information. If the information is covered by any exemptions, please disclose such information as is not covered by the exemptions.

Our Response

Thank you for your request for information relating to claims, complaints and concerns in relation to female sterilisation services or procedure.

By way of background, NHS Resolution manages claims for compensation made against NHS organisations in England. We do not hold details of all complaints or concerns raised in relation to female sterilisation services or procedures. Wider information about complaints or concerns may be held by NHS England or by the individual NHS trusts that provide those services. NHS Resolution only holds information where a matter has been notified to us as a claim.

Section 12 refusal notice

Although NHS Resolution may hold some information relating to claims such as what you have requested (England only claims), due to the way claims are recorded on our claims database, we will not be able to readily identify such specific cases. It might be helpful to explain that when claims are notified to NHS Resolution, they are categorised against pre-defined cause, injury, and speciality [codes](#). Unfortunately, as we do not have a specific code for “female sterilisation”, “refused sterilisation procedures”, or “the alleged reasons for refusal” and we will not be able to readily identify such specific cases. To do so would involve a manual review in relation to all individual claims to determine which ones are relevant and fall within the scope of your request.

Therefore, we estimate that the cost of complying with this request would exceed the 'appropriate limit.' Section 12(1) of the FOIA is a provision which allows a public authority to refuse to comply with a request for information where the cost of compliance is estimated to exceed a set limit (known as the 'appropriate limit'). The 'appropriate limit' for NHS Resolution is £450. This equates to 18 hours of work at the rate of £25 per hour set out in the 'Fees Regulations'. The [ICO's guidance](#) confirms that such manual interrogation is not required where it would exceed the statutory cost limit.

We estimate that it would take on average 20 minutes to review each individual claim file in order to locate, retrieve and extract any relevant information. On that basis, we would only be able to review around 54 claim files within the 18-hour statutory limit, which would not enable us to identify and extract all relevant claims within scope of your request.

Further to our obligations to provide advice and assistance, you may wish to contact [NHS England](#) or the individual NHS trusts that provide female sterilisation services, as they may hold information about complaints or concerns received directly by them. If your interest is specifically in claims data held by NHS Resolution, you may find it helpful to review the work of the [Getting It Right First Time team](#) with whom NHS Resolution has been working with to undertake in-depth analysis of our claims data. They have produced several [reports](#) from analysing our claims data which has been shared following approval of the confidentiality advisory group to the use of confidential patient information for this purpose.

Please refer to [Understanding NHS Resolution data](#) guidance for further details on how our Claims database is categorised.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Joanne Appleby](#), Deputy Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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