



Resolution

8th Floor,
10 South Colonnade
Canary Wharf
London
E14 4PU
Telephone: 020 7811 2700

November 2021
FOI_5225

The following information was requested on 25 October 2021:

I am writing to you under the Freedom of Information Act 2000 to request the following information relating to information disclosures.

Please share with me the total number of unique correspondence cases logged between 1st April 2020 and 31st March 2021 and the percentage of these which were answered on time (only where there is a mandated response time and so this stat will already be tracked and available) for the following areas:

- = Data protection requests (including subject access requests and other data subject requests made possible under GDPR)*
- Freedom of Information and Environmental Information Regulations*
- Complaints*
- Ministerial Correspondence (questions from MPs made on behalf of their constituents)*
- Parliamentary Questions (questions raised in parliament requiring information from you)*
- Any other official correspondence type, such as enquiries, feedback or compliments which are logged and tracked.*

For clarity, I'm just seeking the total number of unique cases and not specifics such as the number of individual emails that have been sent or received whilst working on each case.

Our Response

We are able to provide the following information in relation to information requests received by NHS Resolution during the financial period 2020/2021.

| Type of Request | FOI | DPA Subject Access Request | Complaints | PQs |
|--------------------------------|-----|----------------------------|------------|------|
| Number of Requests | 263 | 116 | 27 | 19 |
| % Responded to within deadline | 80% | 90% | 89% | 100% |

We also received 20 DPA requests from 3rd parties. The requests are currently logged and tracked on an Excel spreadsheet.

The other enquiries referred to are not centrally logged and therefore the total numbers is not held.

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 [Tinku Mitra](#), Head of Corporate and Information Governance 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/>