

1 May 2024

Case Reference IC-298364-Q6Z4

Request

Please provide the following regarding Medway NHS Foundation Trust

1. How many complaints were made from 2018 – 2021

a) To the Information Commissioner Office (ICO)

b) Enforced compliance audit of the Trust by the ICO

c) Fines or enforcement notices issued by the ICO against the Trust

We received your request on 4 April 2024.

Your request has been handled under the Freedom of Information Act 2000 (the FOIA).

Our response

Information is deleted in line with our [Retention and Disposal Policy](#) and so information about the complaints we receive are only kept for a period of 2 years. Therefore, we do not hold information relating to complaints from 2018.

We do proactively publish details of our completed casework, including complaints, on our website on the following link [Complaints and concerns data sets](#). You can search for any organisation you may be interested in by searching the 'submitted about account', or by using the 'ctrl f' function and searching for 'Medway'. You can also find a list of case description outcomes on this data set page.

The data sets currently on our website cover the period from 1 January 2021 (Q4 2020/21) until the end of December 2023 (Q3 2023/24).

The National Archives has an 'internet memory' section within their own published records in which you can see a snapshot of the ICO's website at various stages dating back to 2006. These snapshots are mostly still searchable, but will not have the full functionality of the original ICO web page, but you will be able to search our datasets and any action we've taken.

[The National Archives](#) holds information held under the current domain of

ico.org.uk from April 2013 and therefore you should be able to find the information you are seeking from 2018.

As the above information is publicly available, it is technically withheld in reliance on section 21 of the FOIA, further details of which can be found below.

The ICO has not undertaken an audit in relation to the Medway NHS Foundation Trust.

The ICO has not issued an enforcement notice or fine against the Medway NHS Foundation Trust.

We also publish information about [Enforcement action](#) and other [action we've taken](#) on our website. Action is taken in line with our [Regulatory Action Policy](#).

Information withheld

FOIA section 21

This exempts information which is reasonably accessible through means other than a request under the FOIA. Section 21 states that we do not need to provide a copy of information when you already have access to it. However, we have provided the links above for your convenience.

Section 21 is an absolute exemption, which means it is not necessary for us to consider a public interest test.

This concludes our response to your information request.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full [review procedure](#) on our website.

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint](#) through our website.

Your information

Our [Privacy notice](#) explains what we do with the personal data you provide to us, and set out your rights. Our retention schedule can be found [here](#).

Yours sincerely



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For information about what we do with personal data see our [privacy notice](#)