

## Freedom of Information Request **21 066**

**Our Reference:** FOI 21 066 / AA / JB  
**Name:**  
**Date:** 10<sup>th</sup> May 2021  
**Address:**

Dear

Further to your Freedom of Information Request, please find the Trust's response below:

I am making a Freedom of Information request to your Trust . I am aware you have an FOI form but I do not want to use this. Please could you forward this request to the relevant team.

I would like to know:

- a. How many people are currently regarded as habitual / unreasonably persistent / vexatious complainants under your Trust's Complaints policy?
- b. How many have been regarded as habitual / unreasonably persistent / vexatious complainants under your complaints policy in the last five years?

and

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

Humber Teaching NHS Foundation Trust ("the Trust") has no current habitual and persistent complainants and the Trust has not applied this to any other complainants in the past 5 years.

The Trust does not have a specific policy relating to enquiries from Members of Parliament.

Enquiries are dealt with as follows:

1. Notification of Parliamentary Request received & CEO / Deputy CEO notified
2. Collect information for response from Divisional General Manager/Service Manager of the area
3. Communications team to develop response
4. Response shared with Divisional General Manager/Service Manager for approval
5. Response shared with CEO and Deputy CEO for approval
6. Once approved, the response is sent within 20 working days as per Whitehall standards

Kind regards,

Freedom of Information Team  
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<https://www.humber.nhs.uk/about-our-trust/freedom-of-information-enquiry-form.htm>

