

Sent via email:
[REDACTED]

Information Governance

Christopher Ward, West Pavilion
St Charles Centre for Health & Wellbeing
Exmoor Street
London
W10 6DZ

[REDACTED]
Our ref: FOI/2016/093

28th June 2016

www.clch.nhs.uk
foi.request@clch.nhs.uk

Dear [REDACTED]

Freedom of Information Act 2000 request: Data Protection Breaches; Noise-Related Complaints

With reference to your request for information, dated 14th June 2016, made under section 1(1) of the Freedom of Information Act, I am writing to inform you of the outcome of your information request.

You asked the following:

'How many noise-related complaints the organisation has received in the past three years. For each year.

The department / ward the noise-related complaint refers to.

Who made the complaint (patient/relative/staff member etc.)

The nature of the complaint – i.e. if it is noise from staff, noise from another patient, equipment, building work etc.

I would also to know if your organisation has a noise policy or any noise-reduction measures in place – for example soft-closing doors, not transferring patients at night, 'sleep kits' for patients and so on.

Our response:

Central London Community Healthcare Trust (CLCH) can advise that we have received no formal recorded complaints in relation to noise during the past three years. CLCH also does not have a policy relating to noise, however we are currently looking at developing one for our rehabilitation units.

This completes our response to your request for information. If you are unhappy with our response, please write to us giving your reasons and we will address them. If you remain dissatisfied you are entitled to appeal to the Information Commissioner:

Customer Contact
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Tel: 0303 123 1113
http://ico.org.uk/concerns/getting/report_concern_foi

Yours sincerely,

Information Governance Team
Central London Community Healthcare NHS Trust