

Reference Number: FOIAH2425/147
From: Private Individual
Date: 10 June 2024
Subject: Correspondence Handling Data

I would like to ask, under the Freedom of Information Act, that you provide me with the following information for FOI, Non Medical SAR's, Medical SAR's, PALS queries, PALS queries that resulted in formal complaints, Formal Complaints received directly (not through PALS):

- Q1 Number of cases/requests received in the last calendar year (2023)
- A1 [Please see attached – 147 FOI Response Table](#)
- Q2 Of those requests/cases in 2023, the number answered within time limits for the request/case.
- A2 [Please see attached – 147 FOI Response Table](#)
- Q3 System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)
- A3 [Please see attached – 147 FOI Response Table](#)
- Q4 Team/department that processes the request (name of team/department)
- A4 [Please see attached – 147 FOI Response Table](#)