



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

16th July 2024

Question

I would like to request the following information regarding complaints made to SAS about the ambulance service in Orkney: - for 2018-24, how many complaints have been received by SAS regarding the ambulance service in Orkney? Please break the figure down for each of the individual years. - for the past 12 months, please provide copies of every complaint submitted to SAS regarding the ambulance service in Orkney, and also copies of the responses made to each complaint.

Answer

Public authorities are not required to create information in order to answer a request. There's a distinction between creating new information, and compiling information. Where a request can be answered by compiling information from readily-available resources held by the public authority, this is not the same as creating new information. However, if collation of the information would require skill and complex judgement, the information is not held.

You have asked for information held regarding complaints made to SAS about the ambulance service in Orkney. Due to the way our data is held we are unable to produce this information without complex skill and judgement and by the creation of new data. It is for this reason that we have applied the exemption Section 17 of the Freedom of Information Scotland Act 2002 as information not held.