



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

23rd October 2024

Question

I am writing to you to request the following information.

- 1) The number of official complaints made to your organisation from January 1, 2020 to date, broken down by year (e.g. 2020, 33)
- 2) Of those, the number upheld, dismissed, resolved, or ongoing
- 3) The duration of the longest-running ongoing complaint
- 4) The duration of the complaint which took the longest to resolve.

Answer

1. Total complaints per calander year -

2020 - 876

2021 - 1620

2022 - 1239

2023 - 983

2024 (until 1 October) - 874

2. Upheld/Partially Upheld/Not-Upheld etc

Upheld - 2354

Partially Upheld - 1159

Not Upheld - 1868

Open - 63

Resolved - 76

Withdrawn – 72

Further Feedback reports are available on The Scottish Ambulance Service website:

[Reports.](#)

The 23/24 Feedback report have been exempted from release under section 40 of FOISA as it is still going through the process of being audited. This exemption applies if the disclosure of the information would prejudice substantially the exercise of a Scottish public authority's functions in relation to the auditing of the accounts. They will be made available to the public using the link above once the auditing process has been complete.

To provide the information for Q3&4 would involve looking at each complaint in the four-year period requested and looking at the time it took to close. Public authorities are not required to create new information under FOISA; it is for this reason we have applied section 17 of the Freedom of Information Scotland Act 2002 as information not held.