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## Freedom of Information Act Disclosure log - Reply Extract

### You asked

Number of complaints and PALS enquiries received for the Emergency Department in the period 1/10/16 to 30/4/17.

### Our response

We can confirm that we have received 25 complaints and 80 PALS enquiries.

*Further information about Patient Advice & Liaison Service (PALS) and Patient experience can be located on the Trust website at*

<https://www.plymouthhospitals.nhs.uk/advice-and-support>

<https://www.plymouthhospitals.nhs.uk/patient-experience>