

Environmental Information Regulations Request 73-19

Request

1. What complaints, if any, were made by NHS staff or contractors or others about the failure of Healthcare Environmental Services and its affiliated companies on NHS contracts to regularly and properly collect and handle waste or otherwise to adhere to its contractual terms throughout the terms of their contracts? (These companies are, we believe, Healthcare Environmental Services Ltd, Healthcare washroom services Ltd, Healthcare Sharp Systems Ltd, Healthcare Environmental Group Ltd, Healthcare Environmental Group Sustainable Solutions Ltd This list is not exhaustive.)
2. If complaints were made, what action was taken?
3. What meetings and discussions took place in the NHS about them?
4. Please supply minutes and paperwork from those meetings.

Response

1. NHS Borders have not received or made any complaints about the failure of Healthcare Environmental Services and its affiliated companies on NHS contracts.
2. Not applicable.
3. Not applicable. As no complaints were received no meetings or discussions were required.
4. Not applicable.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **73-19** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.