

Procurement, Commissioning & Facilities  
NHS National Services Scotland  
National Distribution Centre  
2 Swinhill Avenue  
Canderside  
Larkhall  
ML9 2QX



Telephone 01698 794400  
Fax 01698 794401  
[RNID Typetalk; 18001 01698 794400/794410](tel:1800101698794400794410)

Date: 22 March 2022  
Our ref: K: FOI/Ref: 2022-000055  
Direct Line: 0131 275 6807  
Email: [nss.pcf-foi@nhs.scot](mailto:nss.pcf-foi@nhs.scot)

Dear [REDACTED]

**Freedom of Information Reference: FOI-2022-000055 Health visitor's complaints**

I refer to your freedom of information request that we received on 17 March 2022 requesting the following information.

**Under the Freedom of information (Scotland) Act 2002 I wish to obtain information relating to how many complaints have been registered against health visitors or the health visiting service within the last 5 years, How many of these numbers have been within the Tayside region and how many relate to a child 5 years or under that has been identified as having additional support needs either diagnosed or undiagnosed.**

I can advise you that we have now completed the search of our records and can provide you with the following information:

Under Section 17 of the Freedom of Information Scotland Act an organisation does not require to provide information if it does not hold that information. NHS National Services Scotland does not hold this information.

I trust you will find the information of assistance and if you require any further information please do not hesitate to contact me.

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the

Associate Director Information Security & Governance  
Digital & Security  
NHS National Services Scotland  
Headquarters  
Gyle Square  
1 South Gyle Crescent  
Edinburgh  
EH12 9EB

within 40 working days of the date of this correspondence.



**Headquarters**

Gyle Square, 1 South Gyle Crescent, EDINBURGH EH12 9EB

Chairperson Keith Redpath  
Chief Executive Mary Morgan

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online application form](#).

If you have any queries about this letter, please contact me at the above address.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Alan Davies', written in a cursive style.

Alan Davies  
Business Support Manager