

**Human Tissue Authority**  
151 Buckingham Palace Road  
Victoria  
London  
SW1W 9SZ

[REDACTED]

By email to [REDACTED]

**Tel** 020 7269 1900  
**Web** [www.hta.gov.uk](http://www.hta.gov.uk)  
**Date** 6 August 2014

Dear [REDACTED]

### **Freedom of Information request**

Thank you for your request for information under the Freedom of Information Act (FOIA), which was received by the Human Tissue Authority (HTA) on 4 August 2014. Your email outlined the following request:

“Under the FOI Act I would like full details that you can legally supply of complaints made against your organisation in the last calendar year.”

### **Response**

An enquiry received by the HTA is deemed to be a complaint if it is an allegation about the way the HTA has exercised, or failed to exercise, its functions.

We publish information about the complaints we receive on our website in the form of the Complaints Report. The Complaints Report is published every six months to provide a summary for the Authority on the complaints we have received and how these complaints have been managed.

Details of the complaints we have received in the last calendar year can be found in the following locations on the HTA website:

- Complaints received from January 2013 to August 2013 can be found in the [September 2013 Authority Papers](#);
- Complaints received from September 2013 to February 2014 are published in the [March 2014 Authority Papers](#) on the HTA website;
- Complaints received from March 2014 to August 2014 will be published in the [Authority Meetings Papers](#) section of the HTA website on 9 September 2014.

## Further information

If you are unhappy with the way the HTA has handled your request for information in this case, you may in the first instance ask us for an internal review by writing to us at the above postal or email address. If you remain dissatisfied with the handling of your request or complaint, you have the right to appeal directly to the Information Commissioner for a decision, at the address below. There is no charge for making an appeal.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Telephone: 08456 30 60 60 or 01625 54 57 45

Website: [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely,

