

Date: 11/08/2015

**FREEDOM OF INFORMATION ACT REQUEST FOI/012339 – Complaints from patients against staff**

All information requested above relates to the date a complaint was made, regardless of when the incident itself occurred. All information requested above relates to the date a complaint was made, regardless of when the incident itself occurred

1.) How many complaints have been made against staff at your trust by patients and/or their families over the last four years?

2012 - 10

2013 - 19

2014 - 14

Up to 30/6/15 - 10

I am not requesting complaints made by members of staff.

Please provide the information broken down by i)2012 ii)2013 ii)2014 iii)2015 (between January and June)

2.) Please break down by position of the staff member: For instance, midwives, nurses, doctors etc.

We do not categorise complaints by position of staff member

3.) If possible, please provide any detail you hold about each complaint made. If this would exceed cost limit, please just provide details of all complaints made in December 2014. If retrieving this information would still exceed cost limit, please exclude (3.) from my request.

Complaints against staff relate to-

Demeanour of staff

Attitude

Inappropriate comments

Alleged unprofessional comments/behaviour

Alleged insensitive comments

Rudeness

Lack of understanding

Unfriendly

4.) How many complaints were made to the trust overall (including those not directed at a specific member of staff)

Please provide the information broken down by i)2012 ii)2013 ii) 2014 iii)the first six months of 2015 (between January and June)

2012 - 364

2013 - 350

2014 - 295

To end of June 2015 - 167