

Trust Headquarters
Russells Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-072025-0001771

Date: 28.8.25

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000, please see response below.

a. Please provide the number of complaints which have been received by the Trust against its staff, where the staff member's conduct has potentially (a) brought the Trust into disrepute, and/or (b) violated neutrality expectations (i.e. the staff member's conduct would be seen as discrimination) since 7 October 2023;

We can confirm between 7 October 2023 – 22 July 2025 according to the Trust's complaints database a total of 503 complaints have been received about staff using the following clarifications: -

Attitude of Admin & Clerical Staff, Attitude of Facilities Staff, Attitude of Medical Staff, Attitude of Nursing/Midwives, attitude of other staff, breach of confidentiality by staff, physical abuse/assault by staff (inc alleged), safeguarding, uniform issues, values and behaviours (other)

The Trust has received complaints in respect of discrimination. However, as the number identified is less than 5, the Trust is withholding the exact figure as this could lead to the identification of the persons involved, Exemption Section 40(2) of the Freedom of Information Act is applied.

It is also worth noting that the complaints may not be about a staff member's conduct being discriminatory and may be about the persons care in general being discriminatory.

b. For each of the above complaints, please provide the race and religion of (a) the complainant, and (b) the person complained about. For the avoidance of doubt, no identifying information regarding the complainant and or person complained against is requested.

- We are unable to provide this information. The race and religion of the complainant and patient is not routinely logged by the Complaints Team on their database. When a complaint is closed, feedback is asked for and Equality, Diversity, and Inclusion information is sought but it is up to the patient as to whether they are willing to share this information. The feedback is anonymous and cannot be tied back to which complaint it has originated from.

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust