

FOI 2997

9th April 2025

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

1. What was the total number of complaints received by the Trust in the financial year between April 2023 - March 2024, and in the financial year from April 2024 to date [example answer: 2,034 between April 2023 - March 2024, 1,999 between April 2024 – present day]

Response:

1st April 2023 - 31st March 2024: 652 Formal Complaints received by the SHSCT

1st April 2024 - 19th March 2025: 554 Formal Complaints received by the SHSCT

2. How many of those complaints related to the uniform, appearance or dress code of staff members (including but not limited to concerns about tattoos, hair colour, piercings, political or religious symbols/statements, hygiene or adherence to uniform policy)? Of those, how many complaints related to nurses. [example answer: 12, of which 3 related to nurses]

Response:

A keyword search undertaken of complaints reported within the Datix Risk Management System did not return any complaints specifically in relation to the areas outlined within this query.

3. What did the complaints with regards to the uniform, appearance or dress code specifically relate to? [example answer: nurse had multiple visible tattoos]

Response:

A keyword search undertaken of complaints reported within the Datix Risk Management System did not return any complaints specifically in relation to the areas outlined within this query.

4. What was the outcome of the complaints? [example answer: upheld, not upheld, partially upheld]

Response:

The SHSCT are unable to provide an answer to this query due to no complaints being identified through a keyword search undertaken of complaints reported within the Datix Risk Management System.

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