



Ref: FOIA Reference 2022/23-505

Date: 22nd December 2022

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 4th December 2022 requesting information under the Freedom of Information Act (2000) regarding grievances & bullying and harassment complaints

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Please can you detail the number of grievances & bullying and harassment complaints that have been raised in the last 5 years? It would be helpful if you could detail the information in the following table:

Year	Number of Grievances Raised	Number of B&H complaints raised
1 st April 2018 – 31 st March 2019		
1 st April 2019 – 31 st March 2020		
1 st April 2020 – 31 st March 2021		
1 st April 2021 – 31 st March 2022		
1 st April 2022 – 31 st November 2022		

A1 See below: To note: These are formal case only. We don't have a central record of informal issues.

Year	Number of Grievances Raised	Number of B&H complaints raised
1 st April 2018 – 31 st March 2019	27	16
1 st April 2019 – 31 st March 2020	27	10

1 st April 2020 – 31 st March 2021	34	27
1 st April 2021 – 31 st March 2022	50	34
1 st April 2022 – 31 st November 2022	14	16

Q2 How many of the above cases remain unresolved as of 31st November 2022.

A2 Twelve

Q3 What number of employees, who have raised a grievance or B&H complaint since 1st April 2018, remained at the Trust, in their same role, one year after their complaint was concluded?

A3 We do not keep this information as standard. We would have to check every record in ESR for the people involved in the cases to determine this for both complainants and respondents. This isn't reasonable or accurate, as the employee number of respondents are not recorded. therefore section 12 exemption as detailed below.

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in this question is not held centrally, but may be recorded in employment records. In order to confirm whether this information is held we would therefore have to individually access all employment records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all employment records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

Q4 What number of respondents* involved in grievance or B&H complaints since 1st April 2018, remained at the Trust, in their same role, one year after their complaint was concluded?

***respondent refers to the person who is the subject of the grievance or bullying and harassment complaint.**

A4 We do not keep this information as standard. We would have to check every record in ESR for the people involved in the cases to determine this for both complainants and respondents, therefore section 12 exemption as detailed below.

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in this question is not held centrally, but may be recorded in employment records. In order to confirm whether this information is held we would therefore have to individually access all employment records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all employment records and then extracting relevant information would take longer than the 18 hours allowed for.

In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption:
oppressive burden on the authority

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,





**University Hospitals
of North Midlands**
NHS Trust

Leah Carlisle
Head of Data, Security & Protection/ Data Protection Officer

