

Freedom of Information Request: Our Reference CTHB_329_17

You asked:

1. How many complaints were made against staff members in 2015/16 and 2016/17 by patients or on behalf of patients (i.e. Family member/carer/friend/ advocate)? If possible, could you kindly provide:
 - a breakdown of each staff group;
 - the overarching nature or concern of each complaint;
 - how many complaints were referred to the police for further investigation.

Our response:

Information relating to the number and type of complaints received by the Health Board is available within the public domain via the Health Board's Annual Concerns Report. For ease of access please follow the [link](#) (agenda item 4.7). This being the case the UHB has applied section 21 exemption to this element of your request "Information accessible to applicant by other means".

The Health Board did not specifically capture the staff groups for complaints received during the time period requested; therefore this information is not available.

There were less than 5 complaints referred to the police for further investigation during the time period requested.

Please note exact figures have been withheld due to the low numbers involved. This is due to the potential risk of identification of patients and staff if we released the number of complaints referred to the police for further investigation for the specific years, which might then be linked with other information available in the public domain. Also, responses under the Freedom of Information Act are made available to the public at large. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This information is protected by the Data Protection Act 1998, as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles set out in Schedules 2 and 3 of the Act. Section 40 is an absolute exemption and does not require the Health Board to consider the public interest test.