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University Health Board



Freedom of Information Request: Our Reference CTMUHB_135_25

You asked:

I would like information on complaints received by your hospital relating to **staff member's uniforms/appearance**.

Please answer the following **four** questions under the Freedom of Information Act and see example answers as a guide.

Please could you provide the following information:

- 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]

No complaints were raised.

- 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]

No complaints were raised.

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

No complaints were raised.

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

No complaints were raised.