

**Information Governance**

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31 January 2023

**Our reference: FOI DA4483a**

I am responding to your request for information received 11 January 2023. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey  
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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We promise to work together creatively to: learn  
'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Chair:** Eileen Taylor

**Request:** Thanks for your letter which I understand.

Please can I have the answers to just questions 1 and 2.

**Question 1:** 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:

**Answer:** Please see table below:

<b>Year</b>	<b>Number of Grievances Raised</b>	<b>Number of B&amp;H complaints raised</b>
1 <sup>st</sup> April 2018 – 31 <sup>st</sup> March 2019	7	17
1 <sup>st</sup> April 2019 – 31 <sup>st</sup> March 2020	47	22
1 <sup>st</sup> April 2020 – 31 <sup>st</sup> March 2021	33	26
1 <sup>st</sup> April 2021 – 31 <sup>st</sup> March 2022	33	36
1 <sup>st</sup> April 2022 – 31 <sup>st</sup> November 2022	17	37

**Question 2:** How many of the above cases remain unresolved as of 31<sup>st</sup> November 2022.

**Answer:** 40 of the cases remained open as at 30 November 2022.



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**Original Request:**

**Question 1: 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:**

<b>Year</b>	<b>Number of Grievances Raised</b>	<b>Number of B&amp;H complaints raised</b>
1 <sup>st</sup> April 2018 – 31 <sup>st</sup> March 2019		
1 <sup>st</sup> April 2019 – 31 <sup>st</sup> March 2020		
1 <sup>st</sup> April 2020 – 31 <sup>st</sup> March 2021		
1 <sup>st</sup> April 2021 – 31 <sup>st</sup> March 2022		
1 <sup>st</sup> April 2022 – 31 <sup>st</sup> November 2022		

Answer: The question would take under an hour to respond to.

**Question 2: How many of the above cases remain unresolved as of 31<sup>st</sup> November 2022.**

Answer: The question would take under an hour to respond to.

**Question 3: What number of employees, who have raised a grievance or B&H complaint since 1<sup>st</sup> April 2018, remained at the Trust, in their same role, one year after their complaint was concluded?**

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

When the Trust identifies that the request is likely to take over 18 hours, we are not obliged to provide information for any part of the request. We are required to provide advice on how you may refine your request to information that can be collated within the 18 hour timeframe. You may then choose what information you would like to receive and confirm the same to us, upon which we will process your request.

If any information being requested is already easily accessible via our website we will advise and direct you with a web link.

The Trust has reviewed your request for information and in order to collate this information, staff would have to manually review 250 records which would take 30 hours.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements



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would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

**Question 4: What number of respondents\* involved in grievance or B&H complaints since 1<sup>st</sup> 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.**

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

When the Trust identifies that the request is likely to take over 18 hours, we are not obliged to provide information for any part of the request. We are required to provide advice on how you may refine your request to information that can be collated within the 18 hour timeframe. You may then choose what information you would like to receive and confirm the same to us, upon which we will process your request.

If any information being requested is already easily accessible via our website we will advise and direct you with a web link.

The Trust has reviewed your request for information and in order to collate this information, staff would have to manually review records which may contain multiple respondents, would take 40 hours.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.



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