

Information Governance

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2 August 2023

Our reference: FOI DA4844

I am responding to your request for information received 17 July 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
Senior Information Governance Manager - Compliance

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

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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: Please treat that as a Freedom of Information request.

Question 1: How many complaints have been made to the East London NHS Foundation Trust about its employees in the last three years?

Answer: The Trust has received 300 complaints made about its employees in the last three years.

Question 2: and of those how many have been found in favour of the complainant.

Answer: Of those, 114 complaints were upheld.



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