



East London
NHS Foundation Trust
Information Governance
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21 November 2025

Our reference: FOI DA6335

I am responding to your request for information received 29 October 2025. 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,

Information Rights Coordinator

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 Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: The total number of complaints received in the last two years (01/10/2023 – 01/10/2025), broken down by:

Answer: Total number of complaints received in the last two years: 1,390.

(a) gender of the complainant (if recorded);

Answer: Male: 263
Female: 280
Other/not specified/withheld: 847

(b) broad complaint category (e.g., clinical care, staff attitude, communication, discrimination) (if recorded).

Answer: Please see table below:

| Complaint Category | Number of complaints received |
|---|--------------------------------------|
| Attitude of Staff | 244 |
| Access to services | 210 |
| Clinical Management (Mental Health) | 171 |
| Communication/Information (written/oral) | 168 |
| Assessment | 154 |
| Medication | 94 |
| (blank) | 45 |
| Alleged Physical/Verbal/Sexual assault (by staff) | 44 |
| Clinical Management (Physical Health) | 44 |
| Care Planning/CPA (Mental Health) | 40 |
| Discharge/Transfer Arrangements | 33 |
| Alleged Physical/Verbal/Sexual assault (by patient) | 29 |
| Admission | 29 |
| Appointments delay/cancellation/timing | 23 |
| Patient's property (loss/theft/removal) | 18 |
| Patient Records & Information (Living Patients) | 17 |
| Diagnosis | 16 |
| Confidentiality Breach | 15 |
| Continuity of Care | 15 |
| Support in the community | 14 |
| Care Planning (Physical Health) | 12 |
| Absconson | 8 |
| Request for discharge/transfer of care | 8 |
| Administrative Error | 8 |
| Leave | 7 |
| Physical conditions on ward/clinic/site | 7 |
| Privacy & Dignity | 6 |
| Incidents/Complaint Handling | 5 |
| Waiting times | 5 |
| Nutrition/hydration | 4 |
| Carers' issues | 4 |
| Patient property (provision or lack of facilities) | 4 |



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| | |
|--|---------------|
| Information and Choice | 3 |
| Furniture and Fixtures | 3 |
| Alleged Bullying (staff on patient) | 3 |
| Visiting arrangements (adult) | 3 |
| Exploitation and/or harm of service user | 3 |
| Fall - Slip, trip or fall | 3 |
| Detention without legal authority | 3 |
| Consent to Treatment | 2 |
| Alleged Bullying (patient on patient) | 2 |
| Transport issues (not ambulances) | 2 |
| Data Protection Act (DPA) | 2 |
| Funding | 2 |
| Cleanliness | 2 |
| Drug or Alcohol Misuse | 2 |
| Upkeep/Maintenance | 1 |
| Physical Health Complications | 1 |
| Equipment (failure/unavailability) | 1 |
| Infection Control | 1 |
| Access to Health Records (deceased patients only) | 1 |
| Seclusion | 1 |
| Violence aggression/threatening behaviour (by patient) | 1 |
| Second Opinions | 1 |
| Visiting arrangements (child) | 1 |
| Staff Access to Notes/records | 1 |
| Discriminatory Abuse | 1 |
| Children's safety | 1 |
| Equality and Diversity | 1 |
| Grand Total | 1549** |

**Please note: The numbers shown will appear higher, as a single complaint can contain multiple categories. Each category linked to a complaint is counted individually to provide full visibility of themes and issues.

Question 2: Whether the Trust records any data on complaints related to gender bias, sexism, or medical misogyny — and if so:

(a) the number of such complaints received in the same period (if recorded);

(b) any summary or categorisation of these complaints (if recorded).

Answer: Zero recorded complaints related to gender bias, sexism, or medical misogyny.

Question 3: Copies of any internal reports, summaries, or audits produced in the last five years which discuss or analyse complaints by gender, or complaints involving gender-based discrimination (if recorded).

Answer: Zero recorded complaints related to gender bias, sexism, or medical misogyny.



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