

Request Reference: FOI/077/24
Published: 08 April 2025

Information requested:

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]
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]
3. What did the complaints with regards to the uniform, appearance or dress code specifically relate to? [example answer: nurse had multiple visible tattoos]
4. What was the outcome of the complaints? [example answer: upheld, not upheld, partially upheld]

Response:

1. 101 between April 2023 – March 2024, 89 between April 2024 – 14 March 2025.
2. Zero, of which none related to nurses.
3. Zero.
4. We give notice under FOISA Section 17 that we do not hold the information requested.

We have assumed that question 4 relates complaints regarding uniforms, appearance or dress code