

Ref: FOIA Reference 2018/19-606

**Royal Stoke University Hospital**  
**Quality, Safety and Compliance Department**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 7<sup>th</sup> February 2019

Email [FOI@uhm.nhs.uk](mailto:FOI@uhm.nhs.uk)

Dear

I am writing in response to your email dated 16<sup>th</sup> January 2019 requesting information under the Freedom of Information Act (2000) regarding grievances by Trust staff.

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 Grievances by Trust staff**

**1. Please advise for each of the years**

- 2018/19 year to date
- 2017/18
- 2016/17
- 2015/16
- 2014/15
- 2013/14

**How many grievances were lodged by Trust staff?**

A1 Please see below:

- 2018/19 year to date = 27
- 2017/18 = 21
- 2016/17 = 20
- 2015/16 – *Data only held centrally from Jan 2016* = 4
- 2014/15 = information not held
- 2013/14 = information not held

**Q2 For the total number of grievances in the period 2013/14 to 2018/19 year to date, please advise how many of the grievances were upheld.**

A2 From the data records where information is held centrally: there were 36 grievances upheld.

**Q3 If the information is held centrally,**

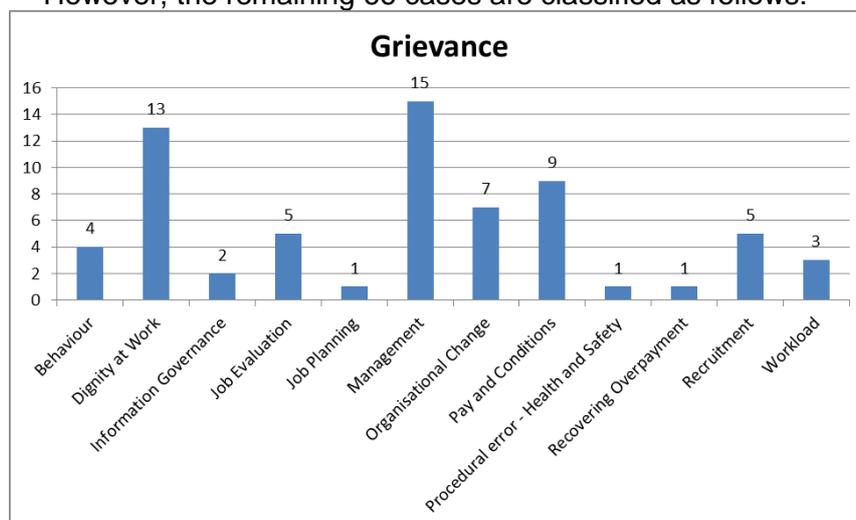
**a) Please give a broad breakdown of the demographics of staff that raised grievances in the whole period (2013/14 to 2018/19 year to date)**

b) Please give a broad breakdown of the types of grievances raised in the whole period (2013/14 to 2018/19 year to date)

A3 Please see below:  
From the data records were held centrally:  
a) The breakdown by staff group is:

Staff Group	Grievances
Add Prof Scientific & Technical	3
Additional Clinical Services	6
Admin & Clerical	26
Allied Health Professionals	1
Estates & Ancillary	4
Healthcare Scientists	1
Medical & Dental	10
Nursing & Midwifery Registered	21
<b>Total</b>	<b>72</b>

b) Six of the 72 grievances had insufficient detail to enable classification. However, the remaining 66 cases are classified as follows:



\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Leah Carlisle  
**Deputy Head of Quality, Safety & Compliance**