



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Date:

Email:

Dear

Tel: 0300 123 0999
www.secamb.nhs.uk

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 230414.

You requested the following information, please also see our response below:
I hope you find this information of some assistance.

Please tell me how many formal grievances your trust has received in the last 12 months (April 2022 - April 2023). Please break this down in terms of how many received in each month.

Total 221

April 22	May 22	June 22	July 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	March 23
10	15	13	23	25	27	21	24	16	15	13	19

What is the average time period from the submission of grievance to resolution over the last 12 months?

60 days

What is the longest time period of any grievance from submission to resolution over the last 12 months?

204 days

Of the formal grievances received, how many have been resolved?

151

Of the formal grievances received, how many have been closed or discontinued without resolution?

Grievance withdrawn by claimant – 13

Grievance not accepted - 30

How many formal grievances remain open or in progress?

70

Of the formal grievances which have been resolved, please report that number that have been upheld, partially upheld, or not upheld.

Informally Resolved – 42

Closed – Not upheld – 35

Closed – Partly Upheld – 13

Closed – Upheld – 18

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**

