



Trust Headquarters
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Date:

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 230513.

You requested the following information, please also see our response below:

I am requesting the following information under FOI:

-How many grievances were submitted to SECamb in 2020/2021/2022/2023.

2020 – 105

2021 – 112

2022 – 224

2023- 69

-Of these, what percentage of grievances were upheld/partly upheld/not upheld/rejected.

Upheld – 15.6%

Partly upheld – 11.8%

Not Upheld – 7%

Rejected – 13.4%

-What percentage of grievance decisions were appealed?

As an appeal is a continuation of the original grievance, once closed the appeal stage is not available in the grievance report. Under Section 12 of the FOI Act, the length of time to individually look at all cases would exceed the cost limit for complying with the request. The question is therefore exempt.

-Of these appeals, how many (and what percentage of appeals) were subsequently upheld?

As above. Under section 12 of the FOI Act, the length of time to individually look at all cases would exceed the cost limit for complying with the request. The question is therefore exempt.

-How much does a grievance cost SECamb on average?

On average the cost of a grievance which has been dealt with formally is £6,405.

I hope you find this information of some assistance.

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**

