



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

Date:

Email:

Dear,

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 230540.

You requested the following information. Please also see our response on the attached spreadsheet as requested:

**I would like to submit a Freedom Of Information request. I am seeking the same information from multiple ambulance services across the country. Please could you provide answers to the following questions?**

**All of these questions relate to the period 1<sup>st</sup> April 2021 until today, 31<sup>st</sup> May 2023.**

- 1. How many grievances have been filed alleging bullying, harassment, discrimination or victimisation from another member or members of staff, on the grounds of protected characteristics?**

Total – 22

- 2. What percentage of staff have filed grievances alleging bullying, harassment, discrimination or victimisation from another member of staff on the grounds of protected characteristics?**

0.4%

- 3. How many grievances as defined in question 1 have been filed each month since April 2021 until May 2023?**

Under 10 in each month

- 4. What percentage of staff filed grievances as defined in question 1 each month since April 2021 until May 2023?**

Less than 0.06%

- 5. What percentage of these grievances, as defined in question 1, were upheld or partially upheld, and how many grievances total is this?**

45%

6. **What percentage of grievances as defined in question 1 were appealed?**  
0%
7. **What percentage of these appealed grievances had a different outcome than the initial, appealed, outcome?**  
0%
8. **What is the average length of time to investigate grievances as defined in question 1, including appeal where relevant?**  
85 days for closed cases.
9. **What is the longest amount of time a grievance has taken or is taking to investigate, as defined in question 1? And this should include currently open grievances. I am not expecting specific dates, to avoid identifiable information. I am seeking an amount of days, weeks, months and years.**  
307 days
10. **What percentage of grievances as defined in question 1 have lasted over one year? This should include currently open grievances.**  
0%
11. **How many grievances as defined in question 1 have been escalated to tribunal hearings?**  
0
12. **What percentage of these tribunal hearings have found against your organisation?**  
0
13. **How many full-time equivalent HR employees are responsible for dealing with grievances? To be clear, where two part-time people complete for example 20 hours a week each, this should count as one full-time equivalent for the purpose of this question.**  
13.22

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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

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

