



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 240937.

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

Please can I request the information below as part of a Freedom of Information request:

How many formal grievances were submitted in the financial year 2022/2023?

163

Of those how many were closed without a formal investigation being held?

57

Are there any still outstanding? If so, how many and what is the longest time frame that one has been open for?

Yes, cases number under 10 and may be identifiable if the actual numbers are provided.

What was the average time in days to complete the grievance process?

101 working days

How many formal grievances were submitted in the financial year 2023/2024?

103

Of those how many were closed without a formal investigation being held?

48

Are there any still outstanding? If so, how many and what is the longest time frame that one has been open for?

Yes, 14.

What was the average time in days to complete the grievance process?

80 working days

How many formal grievances were submitted in the financial year 2024/2025 so far?

126

Of those how many were closed without a formal investigation being held?

17

Are there any still outstanding? If so, how many and what is the longest time frame that one has been open for?

Yes, 71

What was the average time in days to complete the grievance process?

49

Reasons for formal grievances not resulting in formal investigations include: informal resolution, grievance withdrawn, grievance not accepted.

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**

