



Trust Headquarters
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4 Gatwick Road
Crawley
West Sussex
RH10 9BG

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

13th February 2026
Internal Ref: 260202
Email:

Dear ,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

FOI Request

I am writing to request information under the Freedom of Information Act 2000. For the years 2023, 2024, 2025, and 2026 to date, please provide the following information:

1. The total number of service users or carers which filed complaints through PALS against ambulance staff for any misconduct whilst under their care, classified by job title of the profession.
2. The total number of service users or carers which filed complaints against ambulance staff who committed acts of alleged sexual offences; and/or serious misconduct allegations that had a sexual nature whilst in their care.
3. For each complaint identified above, please provide the outcome of the complaint e.g. dismissal/payout without identifying anyone involved.
4. If the data is held, please provide an aggregate total of the financial payouts received by service users for each classification of sexual offence complaints.

If the data is held, please break down this data by year and month. Please also provide an aggregated total for the years 2023 to 2026, inclusive.

Please provide the information XLS format

Formal Response



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon

I am writing to request information under the Freedom of Information Act 2000. For the years 2023, 2024, 2025, and 2026 to date, please provide the following information:

- 1. The total number of service users or carers which filed complaints through PALS against ambulance staff for any misconduct whilst under their care, classified by job title of the profession.**

Under Section 12 of the Freedom of Information Act 2000, the Trust is not obliged to comply with your request if we estimate that the cost of doing so would exceed the appropriate limit. The limit is set by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 and is currently £450, which equates to 18 hours of staff time.

After reviewing your request, we have determined that fulfilling it would exceed this limit. Therefore, we are refusing your request under Section 12 of the Act.

- 2. The total number of service users or carers which filed complaints against ambulance staff who committed acts of alleged sexual offences; and/or serious misconduct allegations that had a sexual nature whilst in their care.**

Under Section 12 of the Freedom of Information Act 2000, the Trust is not obliged to comply with your request if we estimate that the cost of doing so would exceed the appropriate limit. The limit is set by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 and is currently £450, which equates to 18 hours of staff time.

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- 3. For each complaint identified above, please provide the outcome of the complaint e.g. dismissal/payout without identifying anyone involved.**

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- 4. If the data is held, please provide an aggregate total of the financial payouts received by service users for each classification of sexual offence complaints.**



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If the data is held, please break down this data by year and month. Please also provide an aggregated total for the years 2023 to 2026, inclusive. Please provide the information XLS format

Advice and assistance (Section 16 of the Freedom of Information Act 2000)

In accordance with section 16 of the Freedom of Information Act 2000, the Trust has considered what advice and assistance it can provide to help you submit a request that may fall within the appropriate cost limit.

The primary factors contributing to the estimated cost of compliance are the four year timeframe requested, the requirement to manually identify and review complaint and misconduct records involving sensitive allegations, and the need to collate information held across multiple systems which do not allow for automated reporting at the level of detail requested. -year timeframe requested, the requirement to manually identify and review complaint and misconduct records involving sensitive allegations, and the need to collate information held across multiple systems which do not allow for automated reporting at the level of detail requested.

To reduce the scope of the request, you may wish to consider refining it in one or more of the following ways:

- limiting the request to a single calendar or financial year;
- requesting only overall complaint numbers without further breakdowns;
- excluding outcomes or financial settlement information; or
- focusing on a specific category of complaint rather than all misconduct.

While we cannot guarantee that a refined request would fall within the cost limit, we would be happy to consider any revised request you may wish to submit.

Next steps

Please note you will be able to source a lot of information which is made available on our website.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address: FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our

original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](https://ico.org.uk/for-organisations/our-approach-to-regulation/complaints/) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

Alternatively, the ICO's postal address is:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

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



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