



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

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

4th March 2026
Internal Ref: 260216
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

In that case, for the year 2025, please provide the following information:

1. 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.
2. Where possible within the cost limit, for each complaint identified above, please provide the outcome of the complaint e.g. dismissal/payout without identifying anyone involved.

Trust Response

Complaints of this nature are managed by People Services team who do not have a centralised system for recording these.

As such, whilst the records are available, they are only searchable through a manual process that would exceed the appropriate cost limit.

As these systems do not allow allegations to be identified, categorised, or extracted by allegation type in a way that would enable the Trust to produce an accurate total without manual review of individual records.

To identify and validate the information requested would require the Trust to manually review a large volume of individual complaint and investigation records in order to



determine whether they relate to alleged sexual offences or serious misconduct of a sexual nature.

The Trust estimates that undertaking this exercise would exceed the appropriate cost limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

The Trust therefore refuses this part of the request under Section 12(1) of the Freedom of Information Act 2000 (cost of compliance exceeds the appropriate limit).

In accordance with Section 16 of the Freedom of Information Act 2000, the Trust has considered whether it would be possible to provide advice and assistance to help the requester refine their request so that information could be identified and retrieved within the appropriate cost limit.

The trust confirms this is unfortunately the case regardless of the search parameters as all of the People Services files would have to be manually reviewed to identify those within the search parameter.

As a result, even if the request were narrowed (for example, by timeframe, outcome, or reporting route), the Trust would still be required to undertake a manual review of individual records in order to determine whether they fall within scope. The Trust considers that such an exercise would still be likely to exceed the appropriate cost limit.

While the Trust remains willing to consider any further refined request, the requester should be aware that, given the way the information is held, it may not be possible for the Trust to provide a meaningful response under the Act.

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](#) (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**



Saving Lives,
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