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21st April 2026
Internal Reference: 260310
Email:

Dear ,

Thank you for your request for information, which we received on **03/03/2026**. We have considered your request under the Freedom of Information Act 2000. **Please ensure you quote the Internal Reference number above in any future correspondence.**

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

Your Request

1. Can the FOI team advise how many internal and external complaints were made against SECAMB employees for the period of 2024 - 2025.
2. Can the FOI team provide how many of these were internal complaints from other SECAMB employees.

Please note I am not requesting specific details of allegations, merely the entire numbers of complaints made.

3. Can you provide a breakdown of allegations investigated where an employee was suspended.
4. Can you provide a defined time period of the average suspension of an employee.
5. From this, can you provide a breakdown where employees were subsequently dismissed.
6. Can you advise if the investigating officers receive any recognised external training which include professional qualifications in relation to management of any investigation.



Formal Response

Methodology note: Average suspension length is calculated on a retrospective annual basis and reflects the full duration of suspensions concluded or ongoing within the year.

1. There was a total of 318 internal and external complaints made against SECAmb employees for the period of 2024 – 2025.

2. The Trust does not hold this information in a reportable format. Complaint records are not categorised in a way that distinguishes internal (employee-to-employee) complaints from external complaints. Therefore, under section 1(1) of the FOIA, we are unable to provide this information.

3. Total suspensions started Jan to December 2024: 30

Total suspensions started Jan to December 2025: 31

4. 143 days for Jan to Dec 2024. 165 days for Jan to Dec 2025. Delays due to external processes and therefore impacted by external proceedings.

5. A total 17 subsequent dismissals.

6. The Trust does not hold a centralised record of external professional qualifications held by individual investigating officers in relation to investigation management. Under section 1(1) of the FOIA, this information is therefore not held. Investigation training is provided internally by our People Services team

Next steps

Some information held by the Trust is routinely published on our [website](#) and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

Richard Banks, Head of Corporate Governance at FOI@secamb.nhs.uk

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.



If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner's Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:

www.ico.org.uk/foicomplaints

Alternatively, you may write to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Yours sincerely,

Corporate Governance Team

South East Coast Ambulance Service NHS Foundation Trust



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon