



Trust Headquarters
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www.secamb.nhs.uk

17th April 2026
Internal Reference: 260412
Email:

Dear ,

Thank you for your request for information, which we received on **09/04/2026**. 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.**

Your Request

Could you please provide me with the training programme or any information on qualification required to handle/investigate grievances under the resolution policy. Could I also request the training programme and course provided to staff qualified to investigate cases being managed under the disciplinary procedure.

Formal Response

The Trust has recently launched revised Resolution and Managing Conduct at Work policies. A suite of supporting materials has been developed to accompany these policies and is available via the Trust's internal Zone and the SECamb website. As this information is reasonably accessible to you by other means, it is exempt from disclosure under section 21 of the Freedom of Information Act 2000. Accordingly, details of where the policies and supporting materials can be accessed have been provided [here](#).

In addition, the Trust has issued extensive communications and delivered briefings on the policy changes. The Trust also previously commissioned investigation training delivered by an external provider. The training materials remain the intellectual property of that provider/trainer and are protected by copyright. The Trust does not



hold the rights required to reproduce or disclose those materials and is therefore unable to provide copies in response to your request.

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