



South East Coast Ambulance Service NHS
Foundation Trust
Nexus House
Gatwick Road
Crawley
RH10 9BG

Date 6th July 2017

Email:

Email:foi@secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/06/20

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

The number of formal grievances and complaints raised by staff in relation to bullying and harassment in 2016/17.

- 2016 - complaints and grievances relating to 15 members of staff were raised in 2016
- 2017 - complaints and grievances relating to 5 members of staff have been raised year to date

The number of formal grievances and complaints raised by staff in relation to bullying and harassment in 2015/16.

- 2015 – complaints and grievances relating to 7 members of staff were raised in 2015

The number of complaints and grievances raised in 2015/16 currently remain active and/or remain unresolved

- There are no grievances dating from 2015 or 2016 that remain unresolved; There is one B&H case dating from late 2016 that remains open – this has been subject to a very complex investigation that required stringent management as the case progressed.

The number of complaints and grievances raised by staff in 2016/17 currently remain active and/ or remain unresolved

- There are 6 Collective and 13 individual grievances raised in 2017 that remain active; these are at various stages of the grievance process. There are 5 active B&H cases

Confirmation of the responsible executive director leading on the bullying and harassment agenda for the Trust

- The Human Resources Director

Action plan being taken relating to addressing bullying and harassment complaints and investigations in the trust following the CQC report published recently.

- The action plan includes a Trust-wide diagnostic survey, the results of which are due in mid-July, and which will feed in to a further more detailed action plan to address issues identified.

The number of managers trained in conducting investigations currently employed across the Trust.

- There are a number of different types of investigation training available across the Trust. The total number of managers across the Trust who have attended investigation training is = 174

Please note that all investigations must be undertaken according to the principles laid down in the investigation guidelines.

The list of sanctions given to employees / previous employees managed under the bullying and harassment policy since January 2014.

Outcomes for Bullying and Harassment cases included;

- Mediation
- Mediation offered and declined
- Disciplinary sanctions
- Informal resolution
- File note
- No case to answer
- Removal from post
- Resignation during investigation

Please provide a copy of the trust bullying and harassment policy

Please find this attached for your reference

The information above has been provided by our HR department. Staff concerns relating to bullying and harassment cannot be dealt with under complaints so the above information relates to formal grievances.

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, Information Governance Manager via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

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