

Re: Freedom of Information Act Request

Dear Sir or Madam,

This is a request under the freedom of information act.

I would like you to provide me with the following information:

- The number of complaints since 24th July 2020 that were made to the trust, either directly or via PALS, in regards to being refused service or access because the patient was unable to wear a face covering. This includes both a face mask and a visor. Please break the numbers of complaints down per department. **There isn't a code to specifically detail this but by reviewing the system we can have seven complaints / concerns raised about this subject**
- Further, divide these complaints into whether the outcome when investigated was upheld, partially upheld or not upheld. **Of the seven, three were partly upheld and four upheld**
- Finally, state how many disciplinary actions have been taken against trust staff as a result of these complaints. I am not asking for names or personal information; only numerical data. However, this data should be subdivided into the exact disciplinary actions taken where possible. **We cannot progress direct to formal disciplinary action (dependent on the severity) however if the complaint was very specific to a named individual they would have been spoken to and informed of the correct process and the Trusts values and behaviours. If there were to be a further complaint regarding the same named individual then the formal disciplinary process would be followed – for instance a formal written warning or file note.**
- **These complaints occurred around the outpatient department and a single staff member wasn't named. Therefore the Divisional Director of Nursing and respective Matron met with the department leads and reinforced the guidance around mask wearing.**

Some parts of this request may be easier than others and, in such a case, please could you release available data as soon as possible rather than delay the entire request.

If you are not fully certain of what I am asking for then please do not hesitate to contact me for clarification to ensure the trust meets its obligations under the law.

If the costs of processing this request exceed the limit in the Act, please advise on what information you are able to supply within the cost limit.