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Foundation Trust Office: 01325 74 3625
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Request for Information Reference: 08.23.35

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

4th September 2023

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 16th August 2023 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Complaints and I am providing the following information in response to your specific questions:

FOI REQUEST:

- 1. Please provide information regarding complaints received by your organisation's HR department between January 2021 and August 2023 that concern senior members of staff, with suitable redactions.**

For the purposes of this request, by "senior", I mean consultant-level doctors, board members, and any other staff at agenda for change grades 8a or above.

Please specify: the date of the complaint, the relationship of the complainant to the person making the report, the nature of that complaint, the complaint route and the outcome (as you can see in the example below).

Date of Complaint	Relationship of Complainant	Complaint/Issue	Complaint Route	Outcome
June 2018	Staff member against supervisor	Alleged disclosure of personal information	Written	Investigated - partially upheld

Date of Complaint	Relationship of Complainant	Complaint/Issue	Complaint Route	Outcome
2021	Staff member against senior manager	Confidentiality/ duty of care	Written	Resolved Informally
2021	Staff member against senior colleague	Behaviour	Written	Informal Action
2021	Staff member against manager	Behaviour	Written	Not Upheld
2021	Staff member against senior colleague	Behaviour	Written	Resolved Informally
2021	Staff member against manager	Lack of support	Written	Resolved Informally
2021	Staff member against senior colleague	Behaviour	Written	Resolved Informally
2021	Staff member against senior manager	Communication/ Recruitment	Written	Not Upheld
2021	Staff member against senior manager	lack of support	Written	Resolved Informally
2022	Staff member against senior manager	Duty of Care/H&S	Written	Not Upheld
2022	Staff member against manager	Data Breach/ Invasion of privacy	Written	Resolved Informally
2022	Staff member against line manager	Behaviour	Written	Paused
2022	Staff member against senior manager	Behaviour	Written	Ongoing
2022	Staff member against senior manager	Contractual issue	Written	Upheld
2022	Staff member against senior manager	Behaviour	Written	Upheld
2022	Staff member against senior colleague	HR process	Written	Ongoing
2023	Staff member against senior colleague	working patterns	Written	Not Upheld*
2023	Staff member against senior colleague	working patterns	Written	Not Upheld*
2023	Staff member against senior colleague	Contractual issue	Written	Resolved Informally
2023	Staff member against senior colleague	Behaviour	Written	Ongoing
2023	Staff member against line manager	Behaviour	Written	Ongoing
2023	Staff member against line manager	Behaviour	Written	Ongoing

- Appeal Pending

2. Please also provide the total number of staff at your organisation (e.g. 5,000).

Under the terms of the Act, a request for information can be refused where one or more exemptions listed in the Act apply. In this case the Trust is claiming an exemption under Section 21 of the Act, namely the information regarding staff numbers is otherwise accessible from our website.

[County Durham and Darlington - Workforce and Organisational Development Reports \(cddft.nhs.uk\)](http://cddft.nhs.uk)

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator