

Freedom of Information request 118-18

Request

I would like to request the following under freedom of information:

The number of grievances raised by staff members against management over the last five years (2013-2017) including the total number raised, number upheld fully, number upheld in part, number dismissed and the number still ongoing.

Please break this down into annual figures and, as much as possible, include information on the type of grievance (e.g. alleged bullying, sexual harassment etc).

If possible, include which 'job family' the grievance was raised in (eg nursing/midwifery; medical and dental; administrative support etc)

Response

Please find below a spreadsheet which provides data as per your request. Unfortunately we are only able to provide this data for the last 4 years as this data is held electronically and prior to this date the information would only be held in an employee's personnel file which would require a manual trawl of all files and the cost of carrying out this work would exceed the limit set in the Fees Regulations of the FOI(S)A 2002 and we are therefore under Section 17 not required to provide.

2016 -2017

| Count of Outcome | Not upheld | Ongoing | Partially upheld | Resolved Informally | Withdrawn | Grand Total |
|--|------------|----------|------------------|---------------------|-----------|-------------|
| Row Labels | | | | | | |
| Decisions Made by Hearing Panel | | | 1 | | | 1 |
| Nursing | | | 1 | | | 1 |
| Job Evaluation Process | | 1 | | | | 1 |
| Support Services | | 1 | | | | 1 |
| Management & Leadership | | | | 1 | 1 | 2 |
| Healthcare Sciences | | | | 1 | | 1 |
| Nursing | | | | | 1 | 1 |
| Policy application | 1 | | | 2 | | 3 |
| Admin & Clerical | | | | 1 | | 1 |
| Healthcare Sciences | 1 | | | | | 1 |
| Nursing | | | | 1 | | 1 |
| Terms & Conditions | | | | 1 | | 1 |
| Support Services | | | | 1 | | 1 |
| B&H | 2 | | | | | 2 |
| Medical & dental | 2 | | | | | 2 |
| Grand Total | 3 | 1 | 1 | 4 | 1 | 10 |

2015 - 2016

| Count of Outcome | | | | | |
|-------------------------------|------------|------------------|----------|-----------|-------------|
| Row Labels | Not Upheld | Partially upheld | Upheld | Withdrawn | Grand Total |
| B&H | | 1 | | 1 | 2 |
| AHP | | 1 | | | 1 |
| Support Services | | | | 1 | 1 |
| Policy application | 1 | | | 2 | 3 |
| Admin & Clerical | | | | 1 | 1 |
| Medical | 1 | | | | 1 |
| Nursing | | | | 1 | 1 |
| Terms & Conditions | 1 | | 1 | | 2 |
| Admin & Clerical | | | 1 | | 1 |
| Healthcare Sciences | 1 | | | | 1 |
| Grand Total | 2 | 1 | 1 | 3 | 7 |

2014 - 2015

| Count of Outcome | | | | |
|------------------------------------|------------|---------------------|-----------|-------------|
| Row Labels | Not Upheld | Resolved Informally | Withdrawn | Grand Total |
| B&H | | 1 | | 1 |
| Admin & Clerical | | 1 | | 1 |
| Job Evaluation Process | 1 | | | 1 |
| Nursing | 1 | | | 1 |
| Management & leadership | 1 | | | 1 |
| Nursing | 1 | | | 1 |
| Policy Application | | 3 | 1 | 4 |
| Admin & Clerical | | 1 | | 1 |
| Healthcare Sciences | | 1 | | 1 |
| Nursing | | 1 | 1 | 2 |
| Terms & Conditions | 1 | | | 1 |
| Other Therapeutic | 1 | | | 1 |
| Grand Total | 3 | 4 | 1 | 8 |

2013 - 2014

| Count of Outcome | | | |
|-------------------------------|------------|---------------------|-------------|
| Row Labels | Not Upheld | Resolved Informally | Grand Total |
| B&H | 1 | | 1 |
| Nursing | 1 | | 1 |
| Policy Application | 2 | 2 | 4 |
| Admin & Clerical | | 1 | 1 |
| Nursing | 1 | | 1 |
| Support Services | 1 | 1 | 2 |
| Terms & Conditions | | 1 | 1 |
| Support Services | | 1 | 1 |
| Grand Total | 3 | 3 | 6 |

As the number of events in some areas are very small and in accordance with the Code of Practice for Official Statistics any number that is less than five, actual numbers and potentially identifiable information is withheld to help maintain patient confidentiality due to potential risk of disclosure. Further information is available in the [ISD Statistical Disclosure Control Protocol](#).

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **118-18** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.