

27 January 2021

Information Rights & Compliance Team  
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Our Ref: FOI/03766

Thank you for your request concerning complaints from patients and racism from staff.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

The searches are made by looking for any descriptions with the words “racism” or “racist” using the summary description given for the complaint on our complaints management system.

**1) Please can you tell me what is the name of your Trust?**

Please see headed paper.

**2) How many patient complaints has your Trust received, for any given reason?**

**Please break down into the following calendar years**

**2017 – 219**

**2018 – 280**

**2019 – 368**

**3) How many patient complaints has your Trust received, citing racism as one of the problems during the patient's treatment?**

**Please break down into the following calendar years**

**2017 – 0**

**2018 – 0**

**2019 – 0**



**4) How many complaints relate to the treatment of women who have given birth in your Trust?**

**Please break down into the following calendar years**

- 2017 - \***
- 2018 - \***
- 2019 - \***

\* Hertfordshire Partnership University NHS Foundation Trust is a provider of mental health and specialist learning disability services; we therefore do not hold information relevant to this question<sup>1</sup>.

**5) How many of those from Q4 included racism in their complaint?**

- 2017**
- 2018**
- 2019**

Not applicable – please see the response to question 4.

**6) How many members of staff have received some form of disciplinary action due to a complaint by a patient?**

**Please break down into the following calendar years and please list what action was taken.**

CAVEAT: Please see the below table and note that the figures relate to general complaints about care, none of which were for racism.

<b>Year</b>	<b>Total</b>	<b>Action Taken</b>
<b>2017</b>	17	3 - Dismissal 2 - Formal Warning 7 - Insufficient Evidence 2 - Letter of Concern 3 - No Case to Answer
<b>2018</b>	15	8 - No Case To Answer 2 - Dismissal 1 - LOC 2 - Insufficient evidence 2 - Warnings
<b>2019</b>	20	8 - Warnings 1 - Letter Of Concern 1 - Insufficient Evidence 4 - NCTA 1 - Dismissal 5 - Local Management Action

<sup>1</sup> Section 1(1) Any person making a request for information to a public authority is entitled (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and (b) if that is the case, to have that information communicated to him.

- 7) **How many members of staff have received some form of disciplinary action, whereby racist behaviour towards the patient was included?**

**Please break down into the following calendar years and please list what action was taken where possible.**

**2017 – 0**

**2018 – 0**

**2019 – 0**

- 8) **How many members of staff have made a complaint regarding racism from a patient.**

**Please break down into the following calendar years**

**2017 – 49**

**2018 – 50**

**2019 – 60**

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith  
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

