

FOI_0896_2022-23 – FOI Request Concerning – Complaints against Mental Health Staff

1. The number of registered complaints against staff in the trust’s mental health units broken down by category, by year, since 2010.

Our Raw Data from the Quality Information and Systems Team does not go as far back as 2010; therefore, the data for the report is from July 2018 – Sept 2022.

Our Mental Health Service received a total of 203 complaints during this time.

One hundred ninety-one complaints cited staff as a cause of complaint. The theme of the complaints against staff are listed below:

Category	No. of Complaints
Admissions and Discharges	5
Patient Care	83
Communication	41
Confidentiality	8
Prescribing	2
Restraint	1
Values and Behaviours of Staff	51