NHS Tayside has now considered your request dated 21 January 2019.

NHS Tayside wishes to advise you that there are exemptions applicable to the information requested. Please refer to the exemptions section of this correspondence.

**Extract from Request**

“Formal grievances by health board staff

1. Please advise for each of the years

2018/19 year to date
2017/18
2016/17
2015/16
2014/15
2013/14

How many formal grievances were lodged by health board staff?

2. For the total number of formal grievances in the period 2013/14 to 2018/19 year to date, please advise how many of the grievances were upheld.

3. If the information is held centrally,

   a) Please give a broad breakdown of the demographics of staff who raised formal grievances in the whole period (2013/14 to 2018/19 year to date)

   b) Please give a broad breakdown of the types of formal grievances raised in the whole period (2013/14 to 2018/19 year to date)”

**Response**

1. See table below.

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Grievances</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018 to 4 February 2019</td>
<td>31</td>
<td></td>
</tr>
<tr>
<td>2017-18</td>
<td>26</td>
<td></td>
</tr>
<tr>
<td>2016-17</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>2015-16</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>2014-15</td>
<td>38</td>
<td></td>
</tr>
<tr>
<td>2013-14</td>
<td>26</td>
<td></td>
</tr>
</tbody>
</table>
1. Where the values of statistics provided in the following tables fall below 5 but are greater than 0, these statistics are represented by ‘<5’. Due to the small numbers of staff involved further detail cannot be provided as disclosure of the information may lead to the identification of individuals.

<table>
<thead>
<tr>
<th>Number of Grievances</th>
<th>Upheld</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018 to 4 February 2019</td>
<td>7</td>
</tr>
<tr>
<td>2017-18</td>
<td>7</td>
</tr>
<tr>
<td>2016-17</td>
<td>&lt;5</td>
</tr>
<tr>
<td>2015-16</td>
<td>&lt;5</td>
</tr>
<tr>
<td>2014-15</td>
<td>5</td>
</tr>
<tr>
<td>2013-14</td>
<td>7</td>
</tr>
</tbody>
</table>

2. Where the values of statistics provided in the following tables fall below 5 but are greater than 0, these statistics are represented by ‘<5’. Due to the small numbers of staff involved further detail cannot be provided as disclosure of the information may lead to the identification of individuals.

a) The information requested is not held by NHS Tayside.

Information on total grievances raised are routinely reported to the Board’s

NHS Tayside Staff Governance Committee

Everyone has the best care experience possible
Headquarters: Ninewells Hospital & Medical School, Dundee, DD1 9SY (for mail) DD2 1UB (for Sat Nav)

Chairman, John Brown CBE
Chief Executive, Grant R Archibald

<table>
<thead>
<tr>
<th>Document Ref.</th>
<th>FOISA Exemption Applied</th>
<th>Justification</th>
</tr>
</thead>
<tbody>
<tr>
<td>IGTFOISA5833</td>
<td>Section 17 – Information not held. (Q4)</td>
<td>NHS Tayside does not hold the information requested.</td>
</tr>
<tr>
<td></td>
<td>Section 38 – Personal Information (Qs 1 &amp; 2)</td>
<td>Information relating to an individual is personal information. Disclosure of information which would allow the identification of individuals would be in breach of confidentiality and Data Protection principles.</td>
</tr>
</tbody>
</table>

Under section 20 (1) of the Act, if you are dissatisfied with the way NHS Tayside has dealt with your request, you have a right to request a review of our actions and decisions in relation to your request, and you have a right to appeal to the Scottish Information Commission.

A request for an internal review must be made in writing no later than forty working days from receipt of this response and addressed to:

Tayside NHS Board Secretary  
Tayside NHS Board Headquarters  
Ninewells Hospital & Medical School  
Dundee  
DD1 9SY

If you are not content with the outcome of the internal review, you have the right to apply directly to the Scottish Information Commissioner for a decision. The Scottish Information Commissioner can be contacted at:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

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Dundee, DD1 9SY (for mail) DD2 1UB (for Sat Nav)  
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Freedom of Information (Scotland) Act 2002
Response to correspondence dated 21 January 2019
Request: Formal Grievances by NHS Tayside Staff
Applicant: Private
Reference: IGTFOISA5833

Or via the online appeal service: www.itspublicknowledge.info/Appeal
Freedom of Information (Scotland) Act 2002
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Applicant: Private
Reference: IGTFOISA5833

If you have any queries about this correspondence, please contact:

Information Governance Team
Maryfield House
30 Mains Loan
Dundee
DD4 7BT

Telephone - 01382 424413
E-mail: informationgovernance.tayside@nhs.net

Information Governance
NHS Tayside
11 February 2019