NHS Tayside has now considered your request dated 15 May 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**

“Please find the following Freedom of Information request from BMA Scotland:

1. **At your health board:**
   How many complaints have been raised, either under the grievance or relevant dignity at work policies, that have involved allegations of bullying and/or harassment in the last 5 years? Please break these down by year. These should include firstly formal complaints, but also informal, if and when records are kept.

2. In those cases that have been resolved, how long did it take from the initial complaint being raised to a final outcome?

3. How many complaints resulted in a formal sanction being applied to any party?

4. Of all complaints or grievances included at 1 above, how many were raised by medical and dental and staff?”

**Response**

1. The information requested is not held prior to 2016. Detailed records are only available from 2016/17 to date.

   Between periods 2016/17 to present there has been 29 complaints received. Eight informal and twenty one formal complaints, please see this information broken down further by year:

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

   2016/17 – <5 informal, 10 formal
   2017/18 – <5 informal, 7 formal
   2018/19 – <5 informal, 4 formal

2. From the initial complaint being raised to a final outcome can vary from 8 days to 11 months depending on the complexity of case.

3. <5 complaints resulted in a formal sanction being applied.

4. <5 complaints were raised by Medical and Dental staff."

<table>
<thead>
<tr>
<th>Document Ref.</th>
<th>FOISA Exemption Applied</th>
<th>Justification</th>
</tr>
</thead>
<tbody>
<tr>
<td>IGTFOISA6302</td>
<td>Section 17 – Information not held. (Q1)</td>
<td>• Information prior to 2016 is not held by NHS Tayside</td>
</tr>
</tbody>
</table>
|               | Section 38 – Personal Information (Qs 2,3&4) | • 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. |

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

Or via the online appeal service: www.itstopublicknowledge.info/Appeal
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
31 May 2019