

Freedom of Information (Scotland) Act 2002

DATE RECEIVED	05/07/2022	SUBJECT	Complaints		
PASSED TO	Corporate Services	DATE PASSED	06/07/2022	RESPOND BY	26/07/2022
CATEGORY	Scottish Parliament	FoI NUMBER	2022-247		

Question/s to be Answered

- How many members of the public lodged a complaint with this health board during the financial year 2021/22? Please also provide the data for 2022/23 so far, as well as 2020/21, 2019/20, 2018/19 and 2017/18. Please provide the reasons behind complaints being made, for example – being unhappy with the treatment they received or a short-notice cancellation. Please also outline the department the complaint pertained to – e.g. CAMHS/ cancer services/ A&E etc.

The numbers of complaints for 2017/18, 2018/19, 2019/20, 2020/21 and the detail pertaining to them can be found in annual Feedback and Complaint Reports at: <https://www.shb.scot.nhs.uk/board/fac-reports.asp>

This report is in development for 2021/22 and will be published on our website by the end of August.

Complaint numbers in summary are:

Year	Stage 1	Stage 2	Total
2017/18	66	39	105
2018/19	53	25	78
2019/20	29	23	52
2020/21	29	22	51
2021/22	56	35	91
2022 so far	10	7	17

- Of those complaints lodged during the 2021/22 financial year, how many were accepted by this health board? Please also provide the data for 2022/23 so far, as well as 2020/21, 2019/20, 2018/19 and 2017/18

All complaints are accepted if they can be reasonably investigated. We do not hold detail of complaints that are not accepted but it would be very rare that we did not try to support a complainant and provide any insights we can into their concerns. There have been no complaints that have not been accepted in 2022/23 so far, nor in 2021/22.

- Of those complaints accepted during the 2021/22 financial year, what was the outcome of those complaints? For example, did they result in compensation or a written apology etc? Please also provide the data for 2022/23 so far, as well as 2020/21, 2019/20, 2018/19 and 2017/18. Where compensation was awarded, what was the largest sum awarded?

The detail of whether complaints are upheld, part upheld or not upheld and the reasons why are detailed in the above published reports. This information is yet available for 2021/22 nor 2022/23.

Health Boards are not able to offer compensation as a result of complaints. Individuals seeking compensation must instruct a solicitor to determine if they will make a claim.