



Kent and Medway

NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Sent via email

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID 1648 under the Freedom of Information Act 2000 regarding:-

Employee relations complaints

Your request is set out below:

- Please provide information regarding complaints received by your organisation's HR department between January 2021 and August 2023 that concern senior members of staff, with suitable redactions.

For the purposes of this request, by "senior", I mean consultant-level doctors, board members, and any other staff at agenda for change grades 8a or above.

Please specify: the date of the complaint, the relationship of the complainant to the person making the report, the nature of that complaint, the complaint route and the outcome (as you can see in the example below).

Due to the low numbers involved in the response to your request I would like to confirm that we are unable to release the information, in full. We are not obliged, under section 40 (2) FOIA to provide information that is personal information of another person if releasing would contravene any of the provisions of the Data Protection Act 2018. In this instance we believe that the number of complaints is significantly low enough that identification of those involved could be made, and would therefore contravene the first Data Protection principle, therefore section 40 (2) is engaged.

The terms of this exemption in the freedom of information act mean that we do not have to consider whether or not it would be in the public interest for you to have the information.

Please find below information we are able to provide.

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Helen Greatorex

Date of Complaint	Complaint/Issue	Complaint Route	Outcome
2021	Racial Discrimination	Written (Email)	Formal Investigation – Not Upheld
	Dignity at work	Written	Just and learning outcome
	Dignity at work/grievance	Written	Just and learning outcome
	Grievance	Written	Grievance – not upheld
2022	Racial Discrimination	Written (Email)	Formal Investigation – Not Upheld
	Bullying and Harassment	Verbal followed by Written (Email)	Formal Investigation – Partially Upheld – Informal Resolution recommended.
	Grievance	Written	No further action
	Dignity at Work	Written	Not upheld. Learnings for KMPT
	Conduct	Written	Informal resolution
2023	Breach of Terms and Conditions of Employment	Written (Email)	Informal Resolution pending – Still in Progress
	Disability Discrimination and Unfair Treatment	Written (Email)	Formal Investigation – Still in progress
	Racial Discrimination	Written (Email)	Formal Investigation – Still in Progress
	Bullying and Harassment	Written (Letter)	Formal Investigation – Still in Progress
	Bullying and Harassment	Written (Email)	Formal Investigation – Not Upheld – Informal Resolution recommended
	Conduct	Written	Ongoing
	Conduct: potential fraud – S12 MHA	Written	Ongoing

Kent and Medway NHS and Social Care Partnership Trust (KMPT) is committed to providing all service users and staff with a safe and secure environment. We are clear that any inappropriate behaviour is unacceptable, and so encourage a proactive reporting culture that allows us to investigate concerns will take robust action when needed.

We have an Allegations Against People in a Position of Trust policy, a Boundaries policy, and a Freedom to Speak Up policy which are all easily accessible to staff via our intranet.

Individuals can also raise concerns, in confidence, through our Guardian Service which is an external, confidential 24/7 service for all KMPT staff. Concerns are escalated for appropriate action, with all serious safety concerns being escalated immediately and requiring a response from the Trust within 12 hours. The Trust also has a dedicated Non-Executive Director with responsibility for whistleblowing.

- Please also provide the total number of staff at your organisation (e.g. 5,000).

At the time of responding, the organisation has 3746 employees

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department