

Dear

## **FREEDOM OF INFORMATION – COMPLAINTS TEAM**

I write in response to your request for information in relation to NHS Lothian's complaints team.

Question:

1. How many staff are employed in dealing with complaints? Please break this down by role.

Answer:

Within NHS Lothian, complaints are managed by the Patient Experience Team (PET), who support the complaints function across the organisation. The team also has a wider remit focussing not only on complaints, but on patient experience and feedback as a whole.

The Patient Experience Team consists of 14 whole time equivalent band 5 staff, 2.48 whole time equivalent band 6 staff, 1 whole time equivalent team leader at band 7, and 1 whole time equivalent Head of Patient Experience at band 8b.

Question:

2. What is the total amount spent by the health board on employment of staff in question 1?

Answer:

The total pay costs for the Patient Experience Team is £1,134,514 in 2023/24.

Question:

3. How many vacancies are there currently within the complaints department (or equivalent)? Which roles are these vacancies for?

Answer:

There are no current vacancies in the team.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply



within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at [www.itspublicknowledge.info/appeal](http://www.itspublicknowledge.info/appeal). If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the reviewer at the address at the top of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI>

Yours sincerely

**ALISON MACDONALD**  
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Cc: Chief Executive