

Dear

FREEDOM OF INFORMATION – COMPLAINTS

I write in response to your request for information in relation to complaints received by NHS Lothian.

Question:

1. Will NHS Lothian please state the number of stage two complaints which it received from 1st January 2025 up to and including the 11th November 2025?

Answer:

1,825 stage two complaints were received between 1 January 2025 and 31 October 2025.
The data is extracted by month.

Question:

2. Will NHS Lothian please state the number of complaints, received from the 1st January 2025 up to and including the 11th November 2025, which received a full and final adjudication within the twenty day time limit under stage two of the complaints' procedure?

Answer:

900 of these complaints received adjudication within twenty days.

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 <https://www.foi.scot/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.nhslothian.scot/FOI>

Yours sincerely

ALISON MACDONALD
Executive Director of Nursing Midwifery and AHPs
Cc: Chief Executive