

Dear

**FREEDOM OF INFORMATION – COMPLAINTS**

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

Question:

1. The number of Stage 2 complaints currently being dealt with by the Board.
2. Of those, how many have exceeded the 20 working day response timescale.
3. Of the complaints which have exceeded the 20 working day timescale, how far beyond the 20 days the longest outstanding complaint currently is.
4. The same information specifically for the Board’s main Accident & Emergency hospital.
5. The number of staff currently working within the team dedicated to resolving complaints, and whether staffing levels have been increased to manage any backlog.

Answer:

1.	There were 214 Stage 2 complaints open
2.	There were 83 complaints have exceeded the 20 working days.
3.	The oldest complaint is at 82 days
4.	There were 6 stage 2 complaints being dealt with the RIE Emergency Dept. There were no complaints that were beyond 20 working days for the RIE Emergency Dept
5.	The headcount in the is 25 (+ 1 vacancy on that date) and this equates to 24.5WTE
Please note that 1 March 2026, was a Sunday so we have looked at our weekly data that was pulled on Monday 2 March 2026 and to reiterate that DATIX is a live system so figures may change going forward.	

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

Headquarters  
Mainpoint  
102 West Port  
Edinburgh EH3 9DN

Chair Professor John Connaghan CBE  
Chief Executive Professor Caroline Hiscox  
*Lothian NHS Board is the common name of Lothian Health Board*





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 FOI Reviewer at the email address at the head 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/Pages/default.aspx>

Yours sincerely

**ALISON MACDONALD**  
**Executive Director, Nursing**  
Cc: Chief Executive