

Dear

FREEDOM OF INFORMATION – SEXUAL HEALTH CLINIC COMPLAINTS

I write in response to your request for information in relation to complaints about NHS Lothian's sexual health clinic.

Question:

Please provide the following information for NHS Lothian between 1 January and 31 December 2025:

1. The number of stage two complaints which it received about any Sexual Health Clinic including any service provided by any Sexual Health Clinic in its management.

Answer:

There were 25 stage two complaints related to NHS Lothian's Sexual Health Clinic during this period.

Question:

2. The number of those stage two complaints referred to in clause (i) above which received a full and final adjudication within twenty working days as required by NHS Lothian's Complaints' Procedure.

Answer:

Of these, 11 complaints were responded to within 20 working 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