Lothian NHS Board

NHS Lothian Headquarters
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG
www.nhslothian.scot

Date 16 November 2026
Your Ref
Our Ref 12071

Enquiries to Richard Mutch
Extension 35687
Direct Line 0131 465 5687
loth.freedomofinformation@nhs.scot
richard.mutch@nhs.scot

Dear

**FREEDOM OF INFORMATION – COMPLAINTS**

I write in response to your request for information in relation to complaints.

Question:

- The number of complaints about the palliative care team. between 15 October 2023 and 15 October 2026. Could I get this information broken down by month and whether or not they were upheld.

Answer:

| | 2024 | Upheld or Partly upheld | 2025 | Upheld or Partly upheld | 2026 | Upheld or Partly upheld |
|---|---|---|---|---|---|---|
| Jan | 0 | | 5< | Y | 0 | |
| Feb | | | 5< | Y | 0 | |
| Mar | | | 5< | Y | 0 | |
| Apr | | | 0 | | 0 | |
| May | | | 0 | | 5< | On-going |
| June | | | 5< | Y | 0 | |
| July | | | 0 | | 5< | On-going |
| Aug | 5< | Y | 0 | | 0 | |
| Sept | | | 5< | Y | 5< | On-going |
| Oct | 5< | Y | 0 | | 0 | |
| Nov | | | 0 | | 0 | |
| Dec | 5< | Y | 5< | Y | 0 | |

Question:

- The number of complaints about care in the Lochranza Ward in the Royal Hospital For Children and Young People between 15 October 2023 and 15 October 2026. Could I get this information broken down by month and whether or not they were upheld.

Answer:

| | 2024 | Upheld or Partly upheld | 2025 | Upheld or Partly upheld | 2026 | Upheld or Partly upheld |
|---|---|---|---|---|---|---|
| Jan | 0 | | 0 | | 0 | |
| Feb | 0 | | 5< | Y | 0 | |
| Mar | 0 | | 0 | | 0 | |
| Apr | 0 | | 0 | | 0 | |
| May | 5< | Y | 0 | | 0 | |
| June | 5< | Y | 0 | | 5< | Y |
| July | 0 | | 0 | | 0 | |
| Aug | 5< | Y | 0 | | 0 | |
| Sept | 0 | | 0 | | 0 | |
| Oct | 0 | | 0 | | 0 | |
| Nov | 0 | | 0 | | 0 | |
| Dec | 0 | | 0 | | 0 | |

To protect the identity of the individuals involved any figure of 5 or less has not been shown in the tables above. Since we do not have their consent to release this data from their records, the information is exempt under section 38(1)(b) of the Freedom of Information (Scotland) Act i.e. to provide it would breach the Data Protection Act (2018).

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. 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