

Reference Number: FOI202425/552
From: Commercial
Date: 13 March 2025
Subject: Complaints regarding staff member's uniforms/appearance

Q1 What was the total number of complaints received by the Trust in the financial year between April 2023 - March 2024, and in the financial year from April 2024 to date [example answer: 2,034 between April 2023 - March 2024, 1,999 between 1 April 2024 – present day]

A1 April 2023-March 2024 – 40
April 2024-present day - 20

Q2 How many of those complaints related to the uniform, appearance or dress code of staff members (including but not limited to concerns about tattoos, hair colour, piercings, political or religious symbols/statements, hygiene or adherence to uniform policy)? Of those, how many complaints related to nurses. [example answer: 12, of which 3 related to nurses]

A2 Zero

Q3 What did the complaints with regards to the uniform, appearance or dress code specifically relate to? [example answer: nurse had multiple visible tattoos]

A3 Not applicable as per A2

Q4 What was the outcome of the complaints? [example answer: upheld, not upheld, partially upheld]

A4 Not applicable – as A2