

Complaints profile January-December 2011

	Total
All Complaints	785

Male	Female	Unknown
296	409	80
38%	52%	10%

White	BME	Not Stated	Unknown
540	8	65	172
69%	1%	8%	22%

0-15	16-20	21-25	26-30	31-35	36-40	41-45	46-50	51-55	56-60	61-65	66-70	71+	Unkn own
36	17	21	30	32	39	32	36	34	46	76	59	194	133
5%	2%	3%	4%	4%	4%	4%	5%	4%	6%	10%	8%	17%	17%

The complaints reporting system currently has the facility to collect gender, age, disability and ethnicity of the person affected. The above table shows a breakdown of those persons. It can be seen that, particularly for age, ethnicity and to a lesser degree gender, there are a large proportion of unknown. This reflects the data held on the patient administration system, where it is known that ethnicity is not collected robustly, and the way that complaints data is collected. On the patient administration system there is not an option within the patient demographics for showing a disability, with the result that although there is the option to collect disability on the complaints system it is in the main not practical to use it.

The Equality and Diversity Lead monitors untoward incidents and complaints to identify possible harassment, bullying or discrimination issues. A work programme is underway to develop the complaints process further, to improve trend analysis and hotspot identification and to enable identification of equality issues and possible harassment, bullying or discrimination.

Next steps:

To increase and improve the collection of data about the protected characteristics

To develop a robust system of reviewing complaints from an equality perspective including how we learn from them as an organisation