

Leicestershire Partnership NHS Trust

Complaints from Service Users

April 2018 to March 2019

A quantitative equality analysis of complainants  
and reasons for complaint

REDACTED FOR PUBLICATION

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# 1 Introduction

The present report considers complainants amongst Leicestershire Partnership NHS Trust's service users with respect to the rates of complaint across protected characteristic subgroups and the types of complaint made. Specifically, the analyses look at the age, gender, and ethnicity of complainants, and the clinical division in which the complaint was made: Adult Mental Health and Learning Disability services, Community Health Services, and Families, Young People, and Children's services. Throughout this document, the term complainant is used to refer to the patient or service user at the origin of the complaint (as opposed to a relative or advocate who may have raised the complaint on behalf of the service user). These analyses were undertaken in relation to the Trust's 'public sector equality duty' as prescribed by the Equality Act 2010 (section 149).

## 1.1 A note on the anonymisation of information about service users within this report

This version of the report has been redacted and edited to allow publication on a publically accessible website. The report contains counts of numbers of service users, analysed in several tables, by their protected characteristics (e.g., age group, gender, ethnicity). The use of these tables to produce aggregated summaries of service user counts has the effect of anonymising much of the information and protecting the identities of individual service users. However, some analyses contain very small counts of service users in some protected characteristic groups, especially when broken down by certain domains of interest. Such small counts could, potentially, be used to identify individual service users, even after aggregation. Consequently, these small counts might be considered personal data and "special category" personal data that are protected by the General Data Protection Regulations (Data Protection Act 2018) and other legislation. Where there is a risk that individuals could be identified from a small count, these counts have been redacted from the tables. Where the redacted count can be deduced from other counts in a table, these other counts have been redacted as well. In the present report, as a start point for the anonymisation process, counts below 10 have been redacted to mitigate the risk that individuals might be identifiable. The anonymisation process has followed guidance issued by the Information Commissioner's Office<sup>1</sup>. In the tables of analysis throughout this report, the letter "R" is used to indicate a redacted number.

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<sup>1</sup> Information Commissioner's Office: Anonymisation: managing data protection risk code of practice (November 2012)

## 2 Summary of main findings

There were 497 complaints recorded for the period April 2018 to March 2019, brought by 481 individual complainants; an incidence of 0.21% (complainants) for a total of 232,464 service users in the financial year. The overall percentage and the absolute number of service users raising a complaint each year has increased since 17/18 (0.14%, 435/315609) and 16/17 (0.13%, 346/275020).

Rates of complaint were higher in AMH/LD (0.75%, 189/25250) than in CHS (0.17%, 171/102772) or FYPC (0.10%, 115/118632). The profiles of complainants varied by service area, although it should be noted that ethnicity was not known for 20% of complainants and for 16% of service users overall – thus, findings relating to ethnicity may not be reliable. Within AMH/LD, the rate of complaint was higher amongst Black British service users (1.71%, 9/526). Within CHS, the rate of complaint was higher amongst service users in their eighties (0.24%, 49/20346), and was especially high amongst women in their eighties (0.27%, 32/11873). Within FYPC the rate of complaint was higher amongst children aged 10 to 14 years old (0.28%, 38/13555) and amongst children and young people aged 15 to 19 years old (0.31%, 29/9231), and was especially high amongst girls and young women aged 15 to 19 years old (0.34%, 18/5238). Also within FYPC, White service users were more likely to raise a complaint than Asian British service users (0.11%, 75/67496 of White service users versus R%, R/23106 of Asian British service users). Further analysis indicated that the reasons for making a complaint did not vary to a significant degree by age, gender, or ethnicity, either for LPT overall, or within AMH/LD, CHS, or FYPC.

Below, the main findings of the equality analyses of complainants are summarised in a narrative format and illustrated with graphical representations. In addition to these main findings, detailed tables of analyses are presented in the appendices, for reference. The tables in the appendices are colour coded to convey the findings of the statistical analyses to which the data have been subjected (please refer to the appendix on methodology for further details).

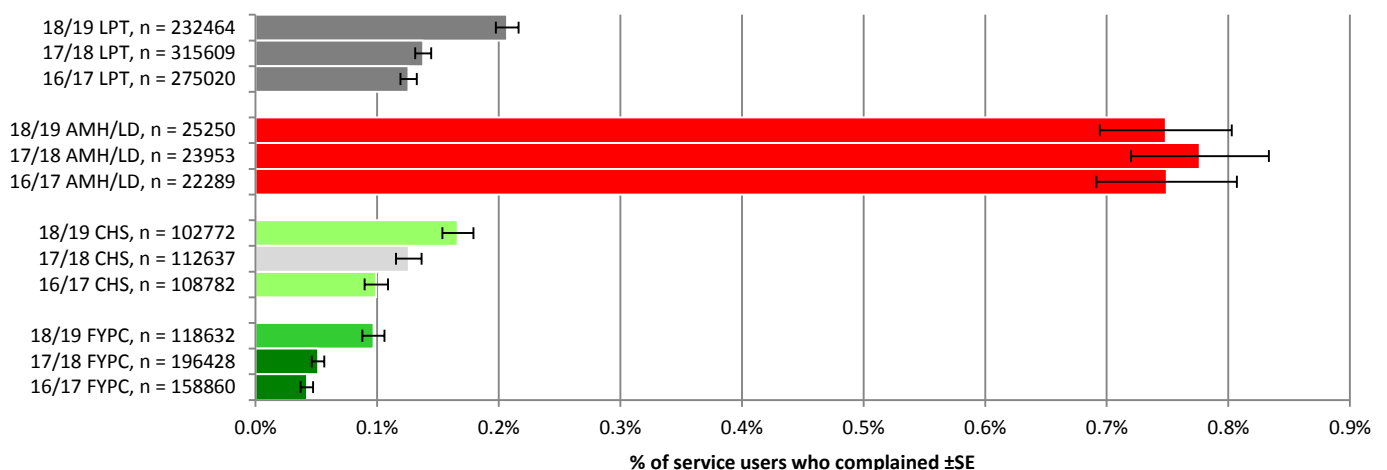
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## 2.1 Data quality

- Equality monitoring information on complainants' ethnicity was incomplete, reflecting the near complete absence of this information from the Ulysses database and incompleteness in other patient information systems. Ethnicity was not known for 20.2% of complainants and was not known for 15.8% of service users overall.
- The incompleteness of information on the ethnicity of complainants, and on service users in general, reduces the confidence that can be placed on findings related to ethnicity.

## 2.2 Incidence of complaint amongst LPT's service users, overall and by division

- In 18/19, 0.21% of service users (481/232464) raised a complaint, representing an increase in the percentage and the absolute number of service users raising a complaint compared to 17/18 (0.14%, 435/315609) and 16/17 (0.13%, 346/275020). In 18/19, the incidence of complaint was higher in AMH/LD (0.75%, 189/25250) than in CHS (0.17%, 171/102772) or (FYPC 0.10%, 115/118632). Within AMH/LD, the overall incidence of complaint in 18/19 (0.75%, 189/25250) remained stable compared to 17/18 (0.78%, 186/23953) and 16/17 (0.75%, 167/22289). Within CHS, the overall incidence of complaint in 18/19 (0.17%, 171/102772) has increased since 17/18 (0.13%, 142/112637) and 16/17 (0.10%, 108/108760). Within FYPC, the overall incidence of complaint in 18/19 (0.10%, 115/118632) has increased since 17/18 (0.05%, 101/196428) and 16/17 (0.04%, 67/158860). Please refer to Table 4.

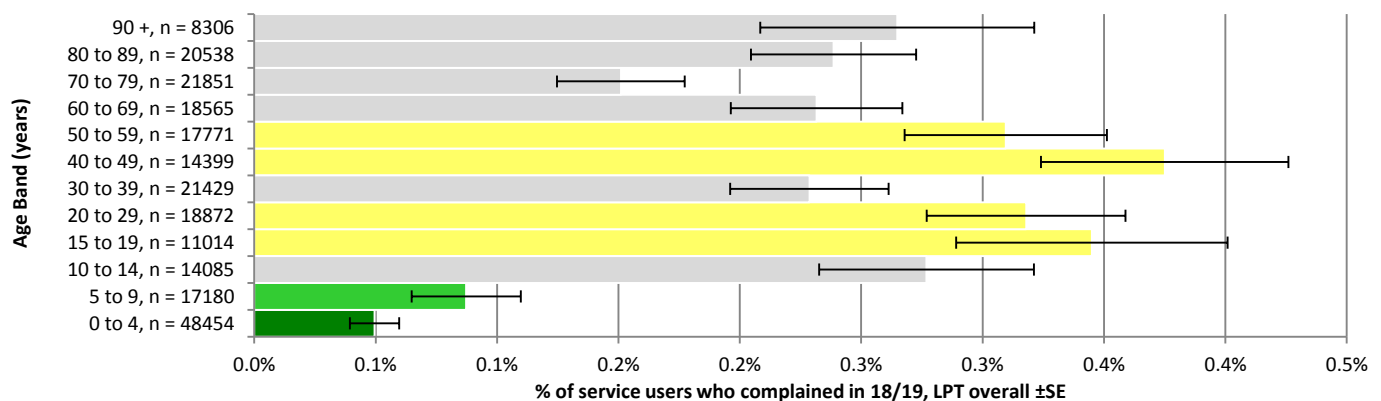


Colour coding compares in-year averages:

■ overall; compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

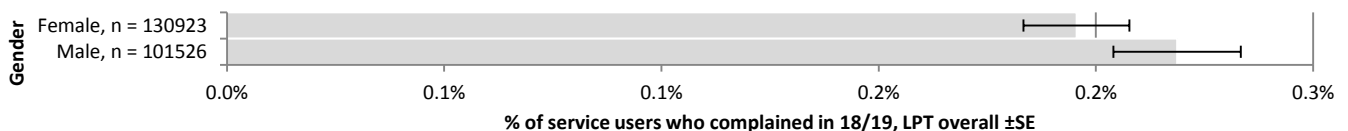
## 2.3 Variations in the demographic profile of complainants across LPT overall by age, gender, and ethnicity

- Across LPT in 18/19, compared to the overall incidence of complaint (0.21%, 481/232464), service users in their late teens (0.35%, 38/11014), twenties (0.32%, 60/18872), forties (0.38%, 54/14399), and fifties (0.31%, 55/17771) were more likely to raise a complaint, whilst children under the age of five (0.05%, 24/48454) and children aged five to ten years old (0.09%, 15/17180) were less likely to raise a complaint. Please refer to Table 5. Compared to 17/18, in 18/19 the incidence of complaint has increased for people under the age of fifty; for instance for children under the age of five years old (from 0.02%, 13/58087 to 0.05%, 24/48454), for children aged 5 to 9 years old (from 0.04%, 13/35579 to 0.09%, 15/17180), for children aged 10 to 14 years old (from 0.09%, 26/29468 to 0.28%, 39/14085), for children and young people aged 15 to 19 years old (from 0.21%, 44/20520 to 0.35%, 38/11014), for people in their twenties (from 0.15%, 43/28837 to 0.32%, 60/18872), for people in their thirties (from 0.14%, 43/31767 to 0.23%, 49/21429), and for people in their forties (from 0.24%, 44/18209 to 0.38%, 54/14399).



Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

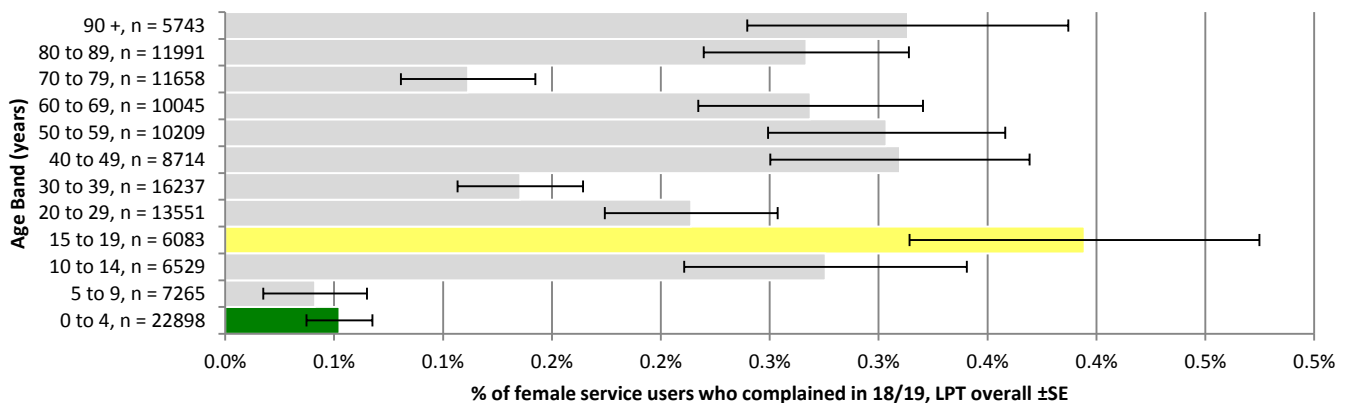
- In 18/19, the incidences of complaint were similar for female service users (0.20%, 256/130923) and male service users (0.22%, 222/101526). Please refer to Table 6. Compared to 17/18, in 18/19 the incidence of complaint increased for both female service users (from 0.13%, 234/182789 to 0.20%, 256/130923) and male service users (from 0.14%, 191/132776 to 0.22%, 222/101526).



Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- The pattern in the incidence of complaint by age band differed by gender. In 18/19, girls and young women aged 15 to 19 years old were more likely to raise a complaint (0.39%, 24/6083), whilst girls under the age of five were less likely to raise a complaint (0.05%, 12/22898). Please refer to Table 7. Compared to 17/18, in 18/19 the incidence of complaint has increased for female service users under the age of twenty; for instance for girls under the age of five years old (from R%, R/27669 to 0.05%, 12/22898), for girls aged 10 to 14 years old (from 0.08%, 13/15891 to 0.28%, 18/6529), and for girls and young women aged 15 to 19 years old (from 0.21%, 23/11048 to 0.39%, 24/6083).

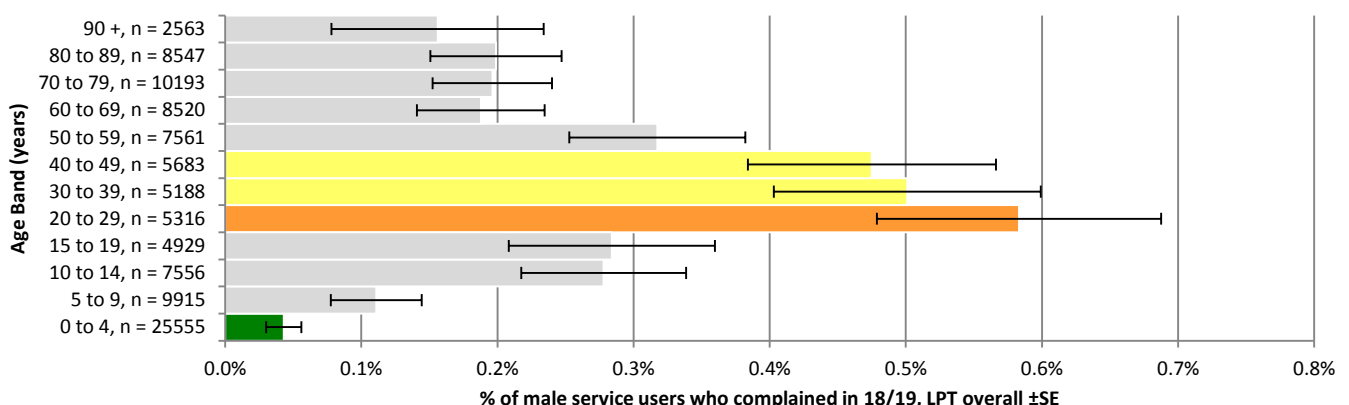
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Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- Meanwhile, for men in 18/19, the incidences of complaint were higher amongst those in their twenties (0.58%, 31/5316), forties (0.50%, 26/5188), and fifties (0.48%, 27/5683), whilst boys under the age of five were less likely to raise a complaint (0.05%, 24/48454). Please refer to Table 8. Compared to 17/18, in 18/19 the incidence of complaint increased for male service users under the age of thirty; for instance for boys aged 5 to 9 years old (from R%, R/19142 to 0.11%, 11/9915), for boys aged 10 to 14 years old (from 0.10%, 13/13576 to 0.28%, 21/7556), and for men in their twenties (from 0.21%, 17/8273 to 0.58%, 31/5316).

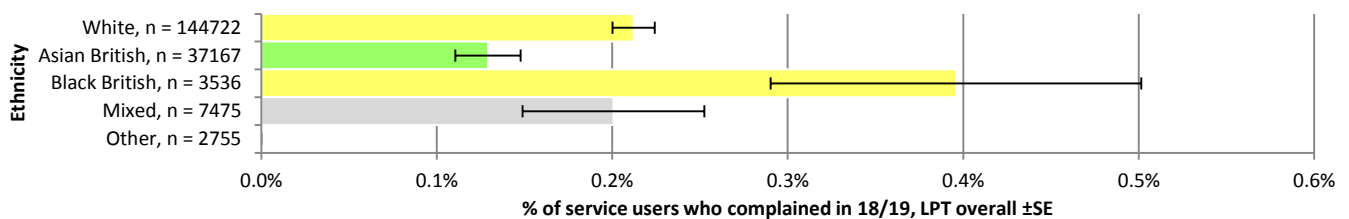
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Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- In 18/19, amongst service users of known ethnicity, the incidences of complaint were higher for White service users (0.21%, 307/144722) and Black British service users (0.40%, 14/3536), whilst Asian British service users were less likely to raise a complaint (0.13%, 48/37167). Please refer to Table 9. Compared to 17/18, in 18/19 the incidence of complaint increased for White service users (from 0.16%, 273/171942 to 0.21%, 307/144722), Asian British service users (from 0.07%, 33/48310 to 0.13%, 48/37167), Black British service users (from R%, R/3454 to 0.40%, 14/3536), and Mixed race service users (from R%, R/10048 to 0.20%, 15/7475).

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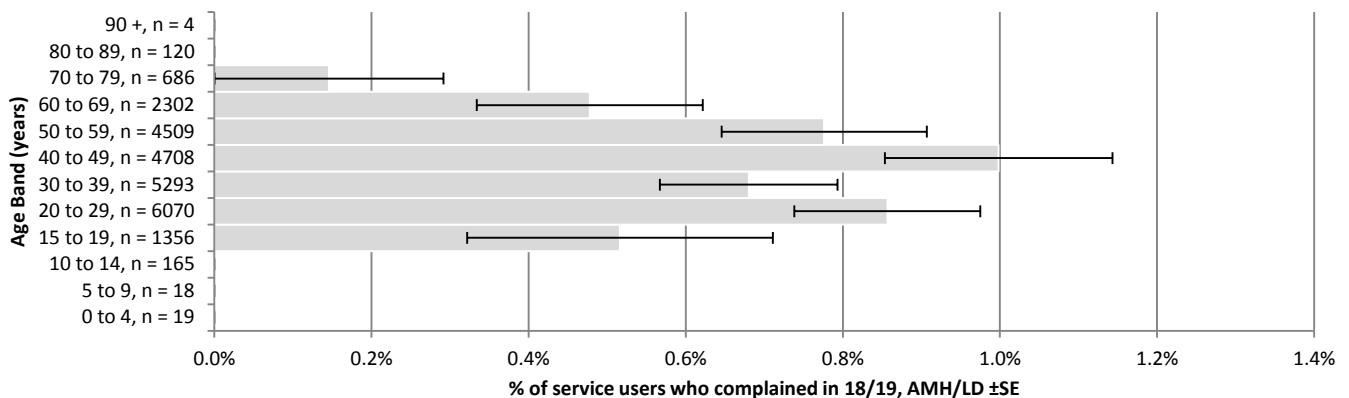


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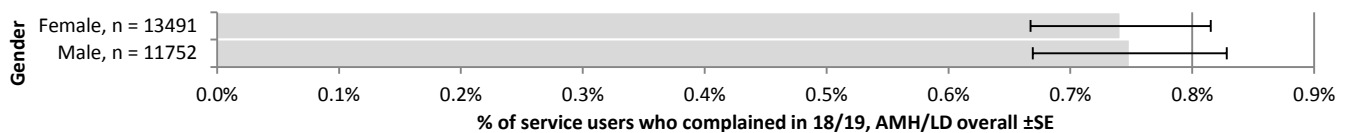
## 2.4 Variations in the demographic profile of complainants within AMH/LD by age, gender, and ethnicity

- Within AMH/LD, the overall incidence of complaint in 18/19 (0.75%, 189/25250) did not vary by age band. Please refer to Table 10. Over the three-year period 16/17 to 18/19 there was a trend for the incidence of complaint to increase amongst people in their twenties (from 0.52%, 26/5045, in 16/17 to 0.65%, 36/5552, in 17/18 and 0.86%, 52/6070, in 18/19).



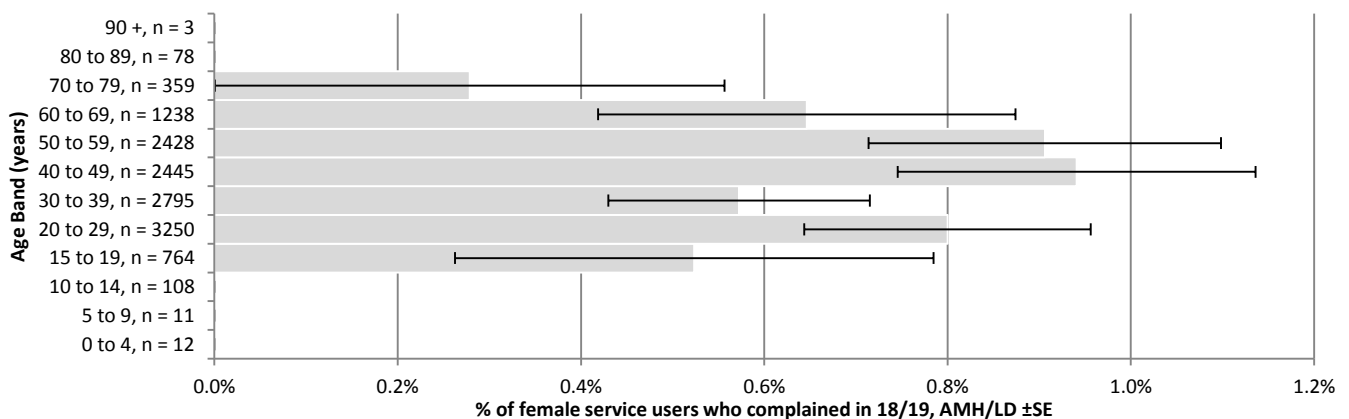
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- Within AMH/LD in 18/19, the incidences of complaint were similar amongst female service users (0.74%, 100/13491) and male service users (0.75%, 88/11752). Please refer to Table 11.



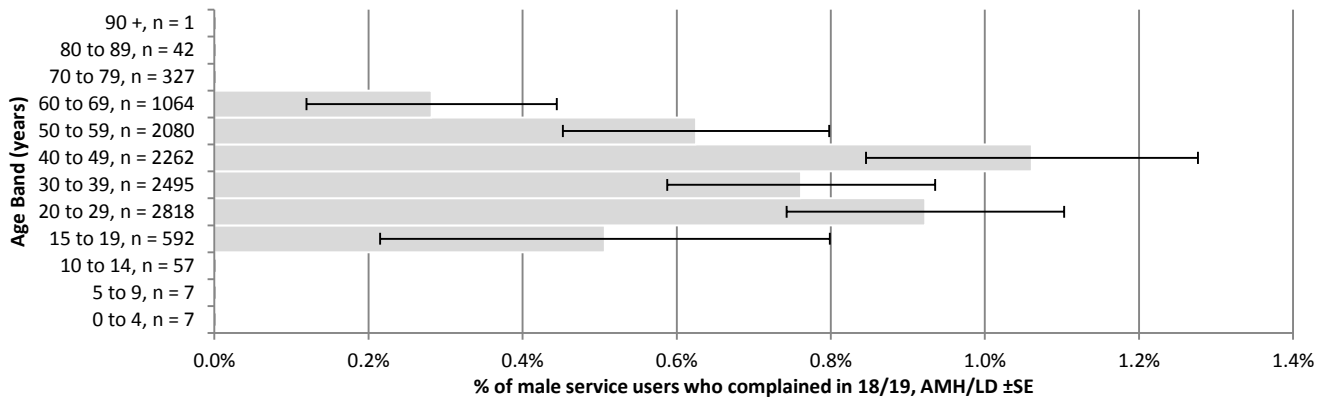
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- The overall incidence of complaint in 18/19 amongst female service users (0.74%, 100/13491) did not vary by age band. Please refer to Table 12.



Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

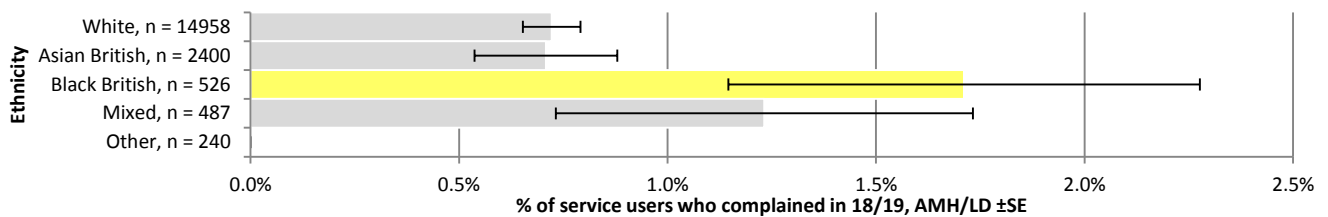
- The overall incidence of complaint in 18/19 amongst male service users (0.75%, 88/11752) did not vary by age band. Please refer to Table 13.



Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- Compared to the overall incidence of complaint amongst service users of known ethnicity in 18/19 (0.75%, 140/18611), the incidence of complaint was higher amongst Black British service users (R%, R/526). Please refer to Table 14.

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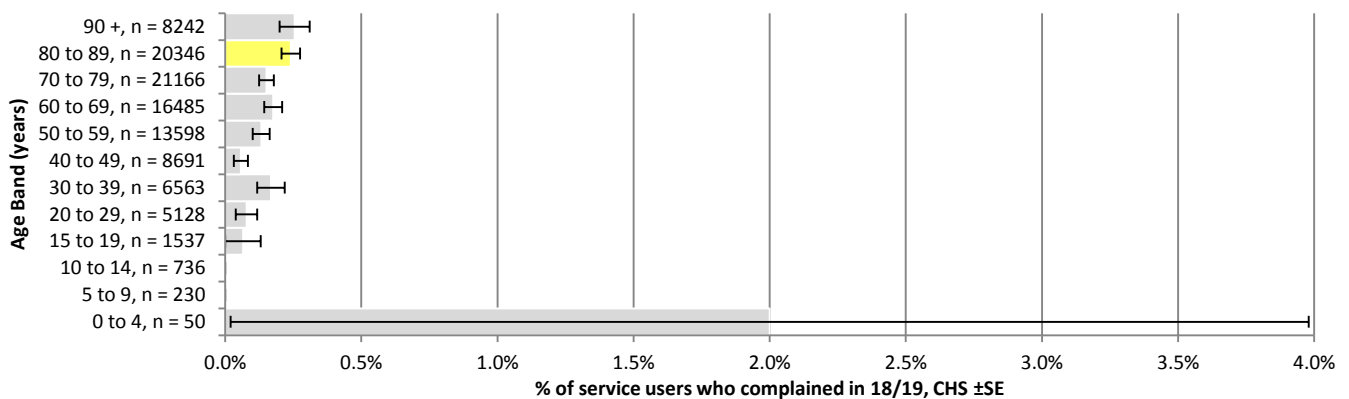


Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

## 2.5 Variations in the demographic profile of complainants within CHS by age, gender, and ethnicity

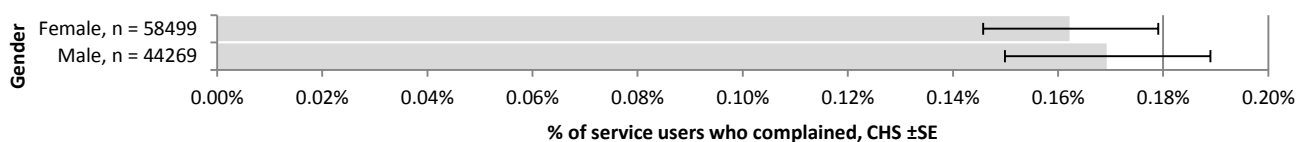
- Within CHS, the overall incidence of complaint in 18/19 (0.17%, 171/102772) was higher amongst service users in their eighties (0.24%, 49/20346). Please refer to Table 15. Over the three-year period 16/17 to 18/19 there was a trend for the incidence of complaint to increase amongst people in their thirties (from R%, R/6642, in 16/17 to R%, R/7405 in 17/18 and 0.17%, 11/6563 in 18/19), amongst people in their sixties (from 0.08%, 13/17162, in 16/17 to 0.11%, 19/17725 in 17/18 and 0.18%, 29/16485 in 18/19), and amongst people in their eighties (from 0.12%, 28/22572, in 16/17 to 0.23%, 52/22487 in 17/18 and 0.24%, 49/20346 in 18/19).

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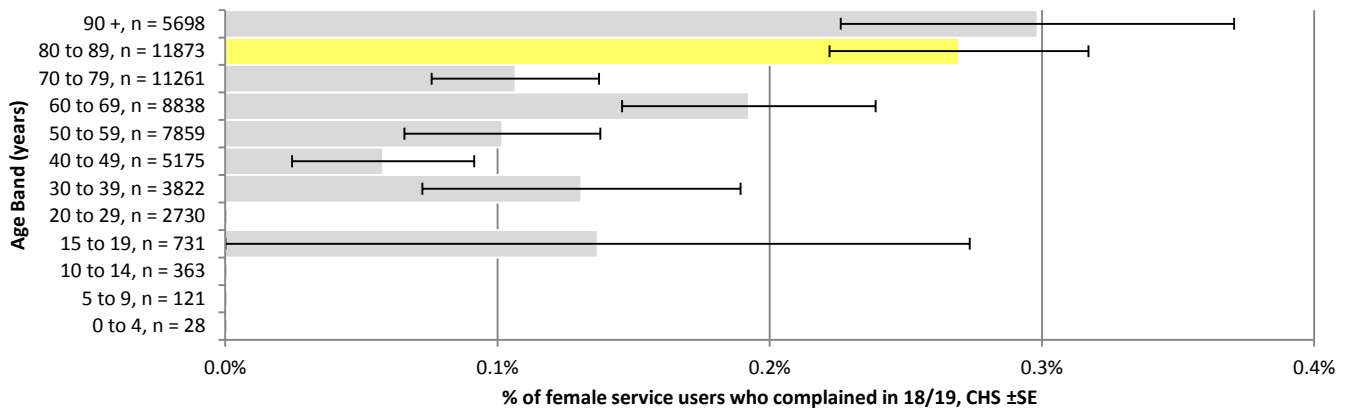
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- Within CHS in 18/19, the incidences of complaint were similar amongst female service users (0.16%, 95/58499) and male service users (0.17%, 75/44269). Please refer to Table 16.



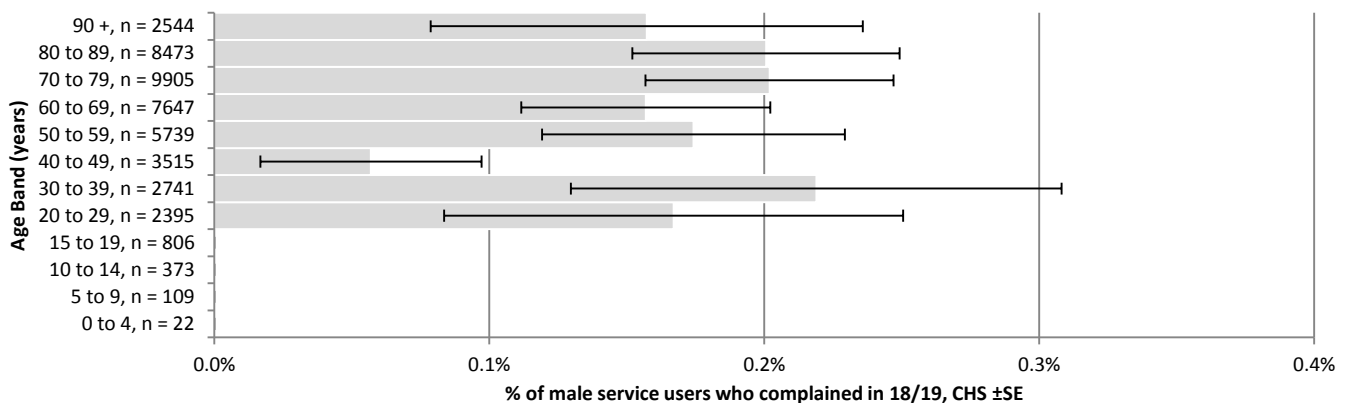
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- Within CHS, the incidence of complaint in 18/19 amongst female service users (0.16%, 95/58499) was particularly high amongst women in their eighties (0.27%, 32/11873). Please refer to Table 17.



Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

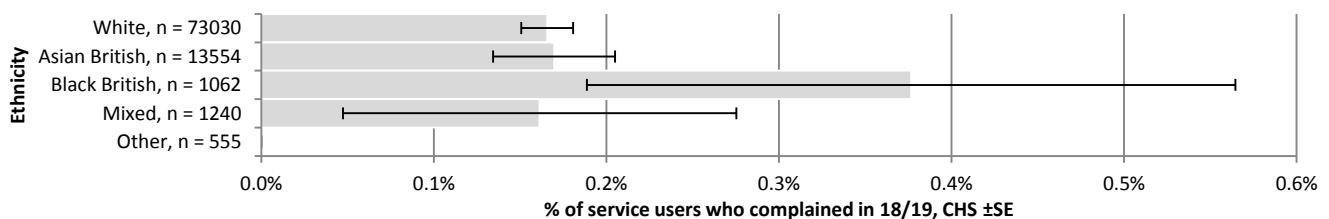
- Within CHS, the incidence of complaint in 18/19 amongst male service users (0.17%, 75/44269) did not vary by age band. Please refer to Table 18.



Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- Within CHS in 18/19, amongst service users of known ethnicity, the overall incidence of complaint (0.17%, 150/89441) did not vary significantly by ethnicity, but was highest amongst Black British service users (R%, R/1062). Please refer to Table 19.

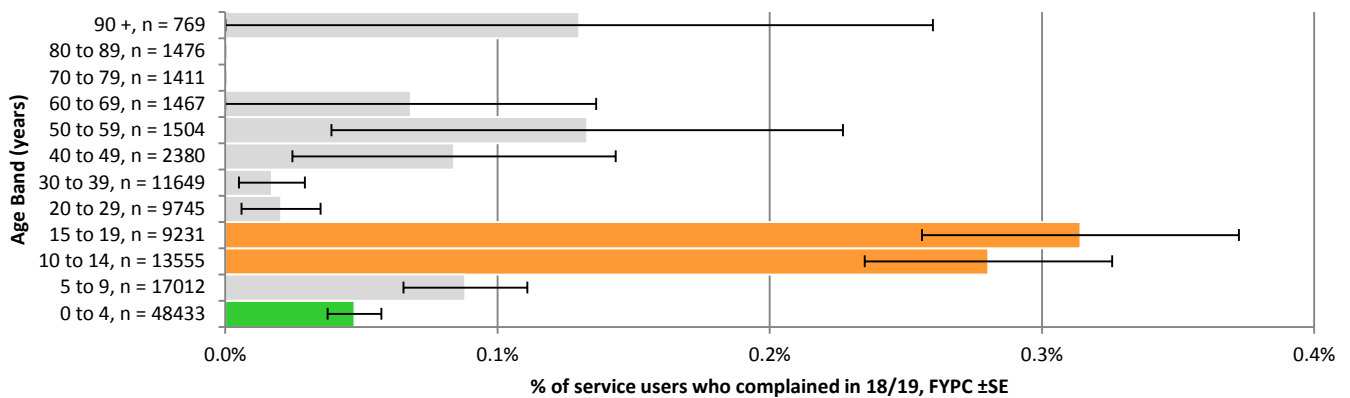
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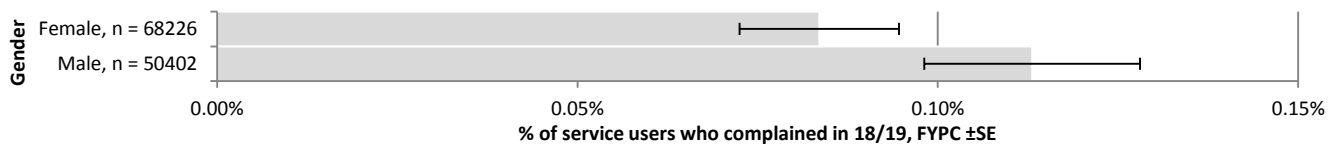
## 2.6 Variations in the demographic profile of complainants within FYPC by age, gender, and ethnicity

- Compared to the overall incidence of complaint in FYPC in 18/19 (0.10%, 115/118632), the incidences of complaint were higher amongst children aged 10 to 14 years old (0.28%, 38/13555) and children and young people aged 15 to 19 years old (0.31%, 29/9231), whilst children under the age of five (0.05%, 23/48433) were less likely to raise a complaint. Please refer to Table 20.



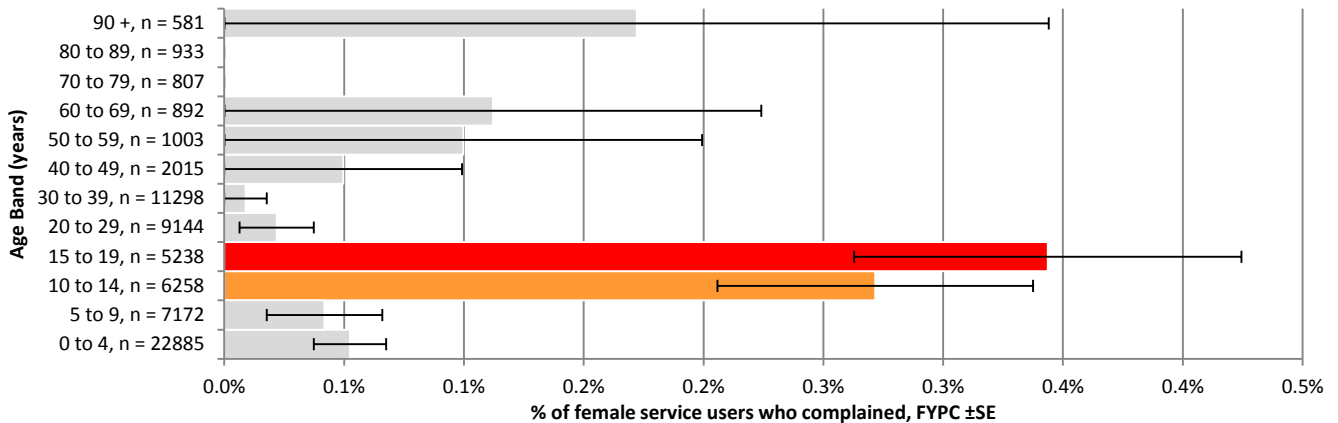
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- In terms of patterns by gender, the incidences of complaint were similar amongst female service users (0.08%, 57/68226) and male service users (0.11%, 57/50402). Please refer to Table 21.



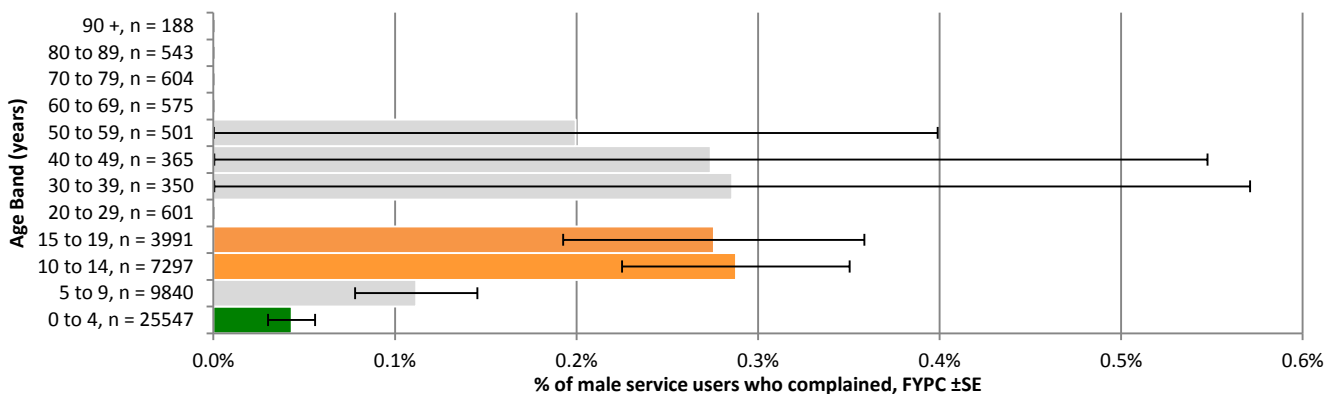
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- The patterns of incidences of complaint by age were similar for female and male service users. Incidences of complaint were higher for girls and young women aged 10 to 14 years old (0.27%, 17/6258) and 15 to 19 years old (0.34%, 18/5238). Please refer to Table 22.



Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

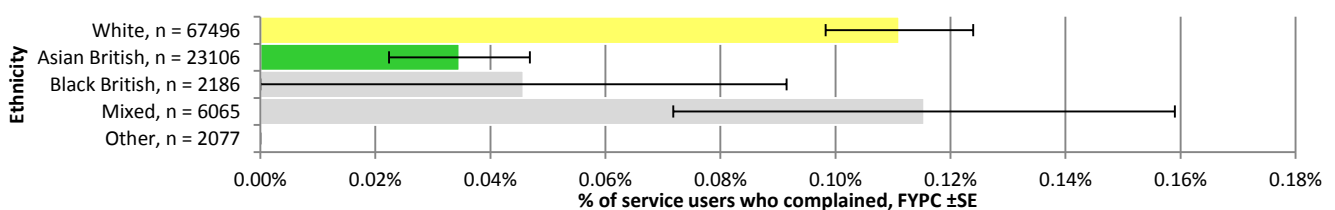
- And the incidences of complaint were higher for boys and young men aged 10 to 14 years old (0.29%, 21/7297) and 15 to 19 years old (0.28%, 11/3991). Please refer to Table 23.



Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- In 18/19, amongst service users of known ethnicity, the overall incidence of complaint (0.09%, 91/100930) varied significantly by ethnic group. The incidence of complaint was significantly higher for White service users (0.11%, 75/67496) and was significantly lower for Asian British service users (R%, R/23106). There were also increases in the incidence of complaint for White service users in 18/19 compared 17/18 (from 0.06%, 56/92152, to 0.11%, 75/67496) and for Mixed race service users in 18/19 compared 17/18 (from R%, R/8782, to R%, R/6065). Please refer to Table 24.

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Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- Differences in the incidence of complaint by ethnic group in the 18/19 financial year could reflect differences in satisfaction with services and differences in service use, or may indicate that some ethnic groups are more likely to access the complaints procedure than others. It is noted that ethnicity was not known for 20% complainants overall; consequently, findings relating to ethnicity may not be reliable.

## 2.7 Reasons for complaint

- Analysis was undertaken of the reason for complaint:
  - Admissions, Discharges And Transfers excluding Delays,
  - Appointments,
  - Clinical,
  - Communications,
  - Patient Care,
  - Patient Safety,
  - Prescribing Error,
  - Privacy, Dignity And Wellbeing,
  - Trust Administration/Policies/Procedures,
  - Values And Behaviours (Staff),
  - Other;broken down by the demographic profile of complainants and service area.
- The reasons for making a complaint did not vary to a significant degree by age, gender, or ethnicity, either for LPT overall, or within AMH/LD, CHS, or FYPC (Table 25 to Table 41).

## 3 Appendix: Methodology









### 3.1 The datasets

Data on complaints were taken from the Ulysses database for the period 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019 and linked to demographic information held in the Trust's patient information systems. Archived information was also available on complaints for the periods 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018 and 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017.

### 3.2 Analytical techniques

Differences between demographic groups in the incidence of complaint (the likelihood of a service user raising a complaint in a given financial year) were assessed using odds ratios. The categorised degree of difference (small, medium or large, Table 1) followed conventions applied in the social and medical sciences, and was based on the size of the odds ratio. Only groups where incidences of complaint have been identified as different to a statistically significant degree are highlighted.

**Table 1: Key to interpreting the colour coding of incidence of complaint in the tables of analysis**

	Reference benchmark
	A group with a lower odds of raising a complaint to a significant, large degree, compared to the odds of raising a complaint in the reference benchmark
	A group with a lower odds of raising a complaint to a significant, medium degree, compared to the odds of raising a complaint in the reference benchmark
	A group with a lower odds of raising a complaint to a significant, small degree, compared to the odds of raising a complaint in the reference benchmark
	A group with similar odds of raising a complaint, compared to the odds of raising a complaint in the reference benchmark
	A group with a higher odds of raising a complaint to a significant, small degree, compared to the odds of raising a complaint in the reference benchmark
	A group with a higher odds of raising a complaint to a significant, medium degree, compared to the odds of raising a complaint in the reference benchmark
	A group with a higher odds of raising a complaint to a significant, large degree, compared to the odds of raising a complaint in the reference benchmark



Additionally, time-series trends in the incidence of complaint were analysed over a three-year period (16/17 to 18/19) using the Chi-squared test for trend. This was done for all service users pooled together and for individual demographic groups, at Trust-wide level and within individual service areas. The description of the direction and magnitude of the trend (small, medium or large, Table 2) followed conventions applied in the social and medical sciences.

**Table 2: Key to interpreting the colour coding of time-series trends in the incidence of complaint in the tables of analysis**

↓	A decrease in the incidence of complaint over the period of interest to a significant, large degree
↓	A decrease in the incidence of complaint over the period of interest to a significant, medium degree
↓	A decrease in the incidence of complaint over the period of interest to a significant, small degree
–	No significant change in the incidence of complaint over the period of interest
↑	An increase in the incidence of complaint over the period of interest to a significant, small degree
↑	An increase in the incidence of complaint over the period of interest to a significant, medium degree
↑	An increase in the incidence of complaint over the period of interest to a significant, large degree

Meanwhile, overrepresentation or underrepresentation of a demographic group for a given complaint type was assessed relative to the overall distribution of complaints across demographic groups, using Fisher's Exact Test. Where a statistically significant difference was indicated ( $\alpha = .05$ ), this was followed by *post-hoc* analyses of standardised residuals with the Bonferroni correction applied. The categorised degree of overrepresentation or underrepresentation (small, medium or large, Table 3) follows conventions applied in the medical and social sciences, and was based on the size of the standardised residual. Only groups where overrepresentation or underrepresentation has been identified as statistically significant are highlighted, otherwise the group was considered proportionally represented.

**Table 3: Key to interpreting the colour coding of overrepresentation and underrepresentation by complaint type in the tables of analysis**

	Reference benchmark against which overrepresentation or underrepresentation was evaluated (all complaints pooled together)
	A group that was underrepresented to a significant, large degree in the given complaint type, compared to its level of representation in the reference benchmark
	A group that was underrepresented to a significant, medium degree in the given complaint type, compared to its level of representation in the reference benchmark
	A group that was underrepresented to a significant, small degree in the given complaint type, compared to its level of representation in the reference benchmark
	A group that was proportionately represented in the given complaint type, compared to its level of representation in the reference benchmark
	A group that was overrepresented to a significant, small degree in the given complaint type, compared to its level of representation in the reference benchmark
	A group that was overrepresented to a significant, medium degree in the given complaint type, compared to its level of representation in the reference benchmark
	A group that was overrepresented to a significant, large degree in the given complaint type, compared to its level of representation in the reference benchmark

## 4 Appendix: Tables of analyses

### 4.1 Incidence of complaint: LPT overall and by division, 2016/17 to 2018/19

In 18/19, 0.21% of service users (481/232464) raised a complaint, representing an increase in the percentage and absolute number of service users raising a complaint compared to 17/18 (0.14%, 435/315609) and 16/17 (0.13%, 346/275020). In 18/19, the incidence of complaint was higher in AMH/LD (0.75%, 189/25250) than in CHS (0.17%, 171/102772) or FYPC (0.10%, 115/118632). Within AMH/LD, the overall incidence of complaint in 18/19 (0.75%, 189/25250) remained stable compared to 17/18 (0.78%, 186/23953) and 16/17 (0.75%, 167/22289). Within CHS, the overall incidence of complaint in 18/19 (0.17%, 171/102772) increased since 17/18 (0.13%, 142/112637) and 16/17 (0.10%, 108/108760). Within FYPC, the overall incidence of complaint in 18/19 (0.10%, 115/118632) increased since 17/18 (0.05%, 101/196428) and 16/17 (0.04%, 67/158860). Please refer to Table 4.

**Table 4: The incidence of complaint for LPT overall: all complainants by division and year 2016/17 to 2018/19**

Division	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>LPT Overall</b>	<b>0.13% (346/275020)</b>	<b>0.14% (435/315609)</b>	<b>0.21% (481/232464)</b>	↑	↑
AMH/LD Overall	0.75% (167/22289)	0.78% (186/23953)	0.75% (189/25250)	—	—
CHS Overall	0.10% (108/108782)	0.13% (142/112637)	0.17% (171/102772)	↑	↑
FYPC Overall	0.04% (67/158860)	0.05% (101/196428)	0.10% (115/118632)	↑	↑

Note: not all complaints were ascribed to a clinical division, consequently the sum of complaints across divisions in a given year may be less than the number of complaints for LPT overall in that year

## 4.2 Incidence of complaint: LPT overall by protected characteristics, 2016/17 to 2018/19

Across LPT in 18/19, compared to the overall incidence of complaint (0.21%, 481/232464), service users in their late teens (0.35%, 38/11014), twenties (0.32%, 60/18872), forties (0.38%, 54/14399), and fifties (0.31%, 55/17771) were more likely to raise a complaint, whilst children under the age of five (0.05%, 24/48454) and aged five to ten years old (0.09%, 15/17180) were less likely to raise a complaint. Compared to 17/18, in 18/19 the incidence of complaint has increased for people under the age of fifty; for instance for children under the age of five years old (from 0.02%, 13/58087 to 0.05%, 24/48454), for children aged 5 to 9 years old (from 0.04%, 13/35579 to 0.09%, 15/17180), for children aged 10 to 14 years old (from 0.09%, 26/29468 to 0.28%, 39/14085), for children and young people aged 15 to 19 years old (from 0.21%, 44/20520 to 0.35%, 38/11014), for people in their twenties (from 0.15%, 43/28837 to 0.32%, 60/18872), for people in their thirties (from 0.14%, 43/31767 to 0.23%, 49/21429), and for people in their forties (from 0.24%, 44/18209 to 0.38%, 54/14399). Please refer to Table 5.

**Table 5: The incidence of complaint for LPT overall: all complainants by age band and year 2016/17 to 2018/19**

Age Band	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>LPT overall of known age</b>	<b>0.12% (330/274997)</b>	<b>0.13% (420/315609)</b>	<b>0.21% (481/232464)</b>	↑	↑
0 to 4	R% (R/54984)	0.02% (13/58087)	0.05% (24/48454)	↑	↑
5 to 9	R% (R/29259)	0.04% (13/35579)	0.09% (15/17180)	–	↑
10 to 14	0.09% (20/22607)	0.09% (26/29468)	0.28% (39/14085)	↑	↑
15 to 19	0.14% (25/17452)	0.21% (44/20520)	0.35% (38/11014)	↑	↑
20 to 29	0.15% (32/20723)	0.15% (43/28837)	0.32% (60/18872)	↑	↑
30 to 39	0.15% (35/23560)	0.14% (43/31767)	0.23% (49/21429)	↑	↑
40 to 49	0.41% (62/15275)	0.24% (44/18209)	0.38% (54/14399)	–	↑
50 to 59	0.22% (39/17372)	0.33% (61/18534)	0.31% (55/17771)	–	–
60 to 69	0.13% (25/19191)	0.17% (34/19720)	0.23% (43/18565)	↑	–
70 to 79	0.10% (22/22368)	0.13% (31/23064)	0.15% (33/21851)	–	–
80 to 89	0.13% (29/22721)	0.23% (53/22630)	0.24% (49/20538)	↑	–
90 +	0.22% (21/9485)	0.16% (15/9194)	0.26% (22/8306)	–	–

R – Redacted

In 18/19, the incidences of complaint were similar for Female service users (0.20%, 256/130923) and male service users (0.22%, 222/101526). Compared to 17/18, in 18/19 the incidence of complaint increased for both female service users (from 0.13%, 234/182789 to 0.20%, 256/130923) and male service users (from 0.14%, 191/132776 to 0.22%, 222/101526). Please refer to Table 6.

**Table 6: The incidence of complaint for LPT overall: all complainants by gender and year 2016/17 to 2018/19**

Gender	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
LPT overall of known gender	0.12% (329/274951)	0.13% (425/315565)	0.21% (478/232449)	↑	↑
Females	0.10% (160/154331)	0.13% (234/182789)	0.20% (256/130923)	↑	↑
Males	0.14% (169/120620)	0.14% (191/132776)	0.22% (222/101526)	↑	↑

The pattern in the incidence of complaint by age band differed by gender. In 18/19, girls and young women aged 15 to 19 years old were more likely to raise a complaint (0.39%, 24/6083), whilst girls under the age of five were less likely to raise a complaint (0.05%, 12/22898). Compared to 17/18, in 18/19 the incidence of complaint has increased for female service users under the age of twenty; for instance for girls under the age of five years old (from R%, R/27669 to 0.05%, 12/22898), for girls aged 10 to 14 years old (from 0.08%, 13/15891 to 0.28%, 18/6529), and for girls and young women aged 15 to 19 years old (from 0.21%, 23/11048 to 0.39%, 24/6083). Please refer to Table 7.

**Table 7: The incidence of complaint for LPT overall: female complainants by age band and year 2016/17 to 2018/19**

Age Band: Females	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>LPT overall females of known age</b>	<b>0.10% (156/154331)</b>	<b>0.13% (229/182789)</b>	<b>0.20% (256/130923)</b>	<b>↑</b>	<b>↑</b>
0 to 4	R% (R/26453)	R% (R/27669)	R% (R/22898)	↑	↑
5 to 9	R% (R/13210)	R% (R/16437)	R% (R/7265)	–	–
10 to 14	R% (R/10410)	0.08% (13/15891)	0.28% (18/6529)	↑	↑
15 to 19	0.13% (12/9031)	0.21% (23/11048)	0.39% (24/6083)	↑	↑
20 to 29	0.11% (17/15357)	0.13% (26/20556)	0.21% (29/13551)	↑	–
30 to 39	0.08% (14/18507)	0.08% (21/26229)	0.14% (22/16237)	–	–
40 to 49	0.34% (32/9278)	0.22% (26/12023)	0.31% (27/8714)	–	–
50 to 59	0.18% (18/9969)	0.36% (38/10567)	0.30% (31/10209)	–	–
60 to 69	0.10% (10/10185)	0.15% (16/10470)	0.27% (27/10045)	↑	–
70 to 79	0.08% (10/11981)	0.14% (17/12260)	0.11% (13/11658)	–	–
80 to 89	0.10% (13/13377)	0.21% (28/13279)	0.27% (32/11991)	↑	–
90 +	0.24% (16/6573)	R% (R/6360)	0.31% (18/5743)	–	–

R – Redacted

Meanwhile, for men in 18/19 for men, the incidences of complaint were higher amongst those in their twenties (0.58%, 31/5316), forties (0.50%, 26/5188), and fifties (0.48%, 27/5683), whilst boys under the age of five were less likely to raise a complaint (0.05%, 24/48454). Compared to 17/18, in 18/19 the incidence of complaint increased for male service users under the age of thirty; for instance for boys aged 5 to 9 years old (from R%, R/19142 to 0.11%, 11/9915), for boys aged 10 to 14 years old (from 0.10%, 13/13576 to 0.28%, 21/7556), and for men in their twenties (from 0.21%, 17/8273 to 0.58%, 31/5316). Please refer to Table 8.

**Table 8: The incidence of complaint for LPT overall: male complainants by age band and year 2016/17 to 2018/19**

Age Band: Males	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>LPT overall males of known age</b>	<b>0.14% (164/120620)</b>	<b>0.14% (187/132776)</b>	<b>0.22% (222/101526)</b>	<b>↑</b>	<b>↑</b>
0 to 4	R% (R/28529)	R% (R/30413)	R% (R/25555)	—	—
5 to 9	0.07% (11/16049)	R% (R/19142)	0.11% (11/9915)	—	↑
10 to 14	R% (R/12194)	0.10% (13/13576)	0.28% (21/7556)	↑	↑
15 to 19	0.15% (13/8418)	0.20% (19/9467)	0.28% (14/4929)	—	—
20 to 29	0.26% (14/5357)	0.21% (17/8273)	0.58% (31/5316)	↑	↑
30 to 39	0.38% (19/5046)	0.40% (22/5534)	0.50% (26/5188)	—	—
40 to 49	0.48% (29/5987)	0.29% (18/6177)	0.48% (27/5683)	—	—
50 to 59	0.27% (20/7397)	0.28% (22/7960)	0.32% (24/7561)	—	—
60 to 69	0.16% (14/9005)	0.19% (18/9248)	0.19% (16/8520)	—	—
70 to 79	0.12% (12/10383)	0.13% (14/10802)	0.20% (20/10193)	—	—
80 to 89	0.16% (15/9343)	0.26% (24/9350)	0.20% (17/8547)	—	—
90 +	R% (R/2912)	R% (R/2834)	R% (R/2563)	—	—

R – Redacted

In 18/19, amongst service users of known ethnicity, the incidences of complaint were higher for White service users (0.21%, 307/144722) and Black British service users (0.40%, 14/3536), whilst Asian British service users were less likely to raise a complaint (0.13%, 48/37167). Compared to 17/18, in 18/19 the incidence of complaint increased for White service users (from 0.16%, 273/171942 to 0.21%, 307/144722), Asian British service users (from 0.07%, 33/48310 to 0.13%, 48/37167), Black British service users (from R%, R/3454 to 0.40%, 14/3536), and Mixed race service users (from R%, R/10048 to 0.20%, 15/7475). Please refer to Table 9.

**Table 9: The incidence of complaint for LPT overall: all complainants by ethnicity and year 2016/17 to 2018/19**

Ethnicity	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>LPT overall of known ethnicity</b>	<b>0.13% (258/206262)</b>	<b>0.13% (317/237353)</b>	<b>0.20% (384/195655)</b>	↑	↑
White	0.14% (218/150856)	0.16% (273/171942)	0.21% (307/144722)	↑	↑
Asian British	0.06% (26/40952)	0.07% (33/48310)	0.13% (48/37167)	↑	↑
Black British	R% (R/2898)	R% (R/3454)	0.40% (14/3536)	–	↑
Mixed	R% (R/8521)	R% (R/10048)	0.20% (15/7475)	↑	↑
Other	R% (R/3035)	R% (R/3599)	0.00% (0/2755)	–	–

R – Redacted

### 4.3 Incidence of complaint: AMH/LD by protected characteristics, 2016/17 to 2018/19

Within AMH/LD, the overall incidence of complaint in 18/19 (0.75%, 189/25250) did not vary by age band. Over the three-year period 16/17 to 18/19 there was a trend for the incidence of complaint to increase amongst people in their twenties (from 0.52%, 26/5045, in 16/17 to 0.65%, 36/5552, in 17/18 and 0.86%, 52/6070, in 18/19). Please refer to Table 10.

**Table 10: The incidence of complaint for AMH/LD: all complainants by age band and year 2016/17 to 2018/19**

Age Band	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>AMH/LD of known age</b>	<b>0.72% (160/22289)</b>	<b>0.75% (180/23953)</b>	<b>0.75% (189/25250)</b>	–	–
0 to 4	0.00% (0/R)	0.00% (0/R)	0.00% (0/19)	–	
5 to 9	0.00% (0/R)	0.00% (0/R)	0.00% (0/R)	–	
10 to 14	0.00% (0/42)	0.00% (0/145)	0.00% (0/165)	–	
15 to 19	R% (R/840)	R% (R/1241)	R% (R/1356)	–	–
20 to 29	0.52% (26/5045)	0.65% (36/5552)	0.86% (52/6070)	↑	–
30 to 39	0.68% (31/4535)	0.75% (36/4773)	0.68% (36/5293)	–	–
40 to 49	1.18% (54/4595)	0.90% (41/4553)	1.00% (47/4708)	–	–
50 to 59	0.65% (27/4135)	1.00% (43/4313)	0.78% (35/4509)	–	–
60 to 69	0.53% (12/2275)	R% (R/2305)	R% (R/2302)	–	–
70 to 79	R% (R/671)	R% (R/735)	R% (R/686)	–	–
80 to 89	0.00% (0/124)	R% (R/258)	0.00% (0/120)	–	
90 +	0.00% (0/R)	0.00% (0/61)	0.00% (0/R)	–	

R – Redacted



Within AMH/LD in 18/19, the incidences of complaint were similar amongst female service users (0.74%, 100/13491) and male service users (0.75%, 88/11752). Please refer to Table 11.

**Table 11: The incidence of complaint for AMH/LD: all complainants by gender and year 2016/17 to 2018/19**

Gender	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>AMH/LD of known gender</b>	<b>0.71% (158/22279)</b>	<b>0.76% (181/23948)</b>	<b>0.74% (188/25243)</b>	–	–
Females	0.66% (77/11612)	0.79% (100/12694)	0.74% (100/13491)	–	–
Males	0.76% (81/10667)	0.72% (81/11254)	0.75% (88/11752)	–	–

The overall incidence of complaint in 18/19 amongst female service users (0.74%, 100/13491) did not vary by age band. Please refer to Table 12.

**Table 12: The incidence of complaint for AMH/LD: female complainants by age band and year 2016/17 to 2018/19**

Age Band: Females	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>AMH/LD females of known age</b>	<b>0.65% (75/11612)</b>	<b>0.78% (99/12694)</b>	<b>0.74% (100/13491)</b>	–	–
0 to 4	0.00% (0/R)	0.00% (0/R)	0.00% (0/12)	–	–
5 to 9	0.00% (0/R)	0.00% (0/R)	0.00% (0/R)	–	–
10 to 14	0.00% (0/14)	0.00% (0/80)	0.00% (0/108)	–	–
15 to 19	R% (R/423)	R% (R/673)	R% (R/764)	–	–
20 to 29	0.55% (14/2554)	0.72% (21/2915)	0.80% (26/3250)	–	–
30 to 39	0.52% (12/2306)	0.69% (17/2478)	0.57% (16/2795)	–	–
40 to 49	1.12% (27/2405)	1.00% (24/2400)	0.94% (23/2445)	–	–
50 to 59	0.44% (10/2259)	1.08% (25/2313)	0.91% (22/2428)	–	–
60 to 69	R% (R/1202)	R% (R/1230)	R% (R/1238)	–	–
70 to 79	R% (R/348)	R% (R/391)	R% (R/359)	–	–
80 to 89	0.00% (0/84)	0.00% (0/167)	0.00% (0/78)	–	–
90 +	0.00% (0/R)	0.00% (0/R)	0.00% (0/R)	–	–

R – Redacted

The overall incidence of complaint in 18/19 amongst male service users (0.75%, 88/11752) did not vary by age band. Please refer to Table 13.

**Table 13: The incidence of complaint for AMH/LD: male complainants by age band and year 2016/17 to 2018/19**

Age Band: Males	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>AMH/LD males of known age</b>	<b>0.75% (80/10667)</b>	<b>0.70% (79/11254)</b>	<b>0.75% (88/11752)</b>	–	–
0 to 4	0.00% (0/R)		0.00% (0/R)	–	
5 to 9	0.00% (0/R)	0.00% (0/11)	0.00% (0/R)	–	
10 to 14	0.00% (0/R)	0.00% (0/65)	0.00% (0/57)	–	
15 to 19	R% (R/416)	R% (R/567)	R% (R/592)	–	–
20 to 29	R% (R/2490)	0.57% (15/2637)	0.92% (26/2818)	–	–
30 to 39	0.76% (17/2227)	0.83% (19/2292)	0.76% (19/2495)	–	–
40 to 49	1.19% (26/2189)	0.79% (17/2153)	1.06% (24/2262)	–	–
50 to 59	0.85% (16/1874)	0.85% (17/1999)	R% (R/2080)	–	–
60 to 69	R% (R/1073)	R% (R/1075)	R% (R/1064)	–	–
70 to 79	R% (R/323)	R% (R/344)	0.00% (0/327)	–	
80 to 89	0.00% (0/40)	R% (R/91)	0.00% (0/42)	–	
90 +		0.00% (0/20)	0.00% (0/R)	–	

R – Redacted

Compared to the overall incidence of complaint amongst service users of known ethnicity in 18/19 (0.75%, 140/18611), the incidence of complaint was higher amongst Black British service users (R%, R/526). Please refer to Table 14.

**Table 14: The incidence of complaint for AMH/LD: all complainants by ethnicity and year 2016/17 to 2018/19**

Ethnicity	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>AMH/LD of known ethnicity</b>	<b>0.75% (127/17023)</b>	<b>0.78% (134/17207)</b>	<b>0.75% (140/18611)</b>	–	–
White	0.75% (102/13666)	0.81% (113/13895)	0.72% (108/14958)	–	–
Asian British	0.68% (15/2217)	R% (R/2217)	0.71% (17/2400)	–	–
Black British	R% (R/525)	R% (R/461)	R% (R/526)	–	–
Mixed	R% (R/392)	R% (R/399)	R% (R/487)	–	–
Other	R% (R/223)	R% (R/235)	0.00% (0/240)	–	

R – Redacted

#### 4.4 Incidence of complaint: CHS by protected characteristics, 2016/17 to 2018/19

Within CHS, the overall incidence of complaint in 18/19 (0.17%, 171/102772) was higher amongst service users in their eighties (0.24%, 49/20346). Over the three-year period 16/17 to 18/19 there was a trend for the incidence of complaint to increase amongst people in their thirties (from R%, R/6642, in 16/17 to 0.00%, 0/7405 in 17/18 and 0.17%, 11/6563 in 18/19), amongst people in their sixties (from 0.08%, 13/17162, in 16/17 to 0.11%, 19/17725 in 17/18 and 0.18%, 29/16485 in 18/19), and amongst people in their eighties (from 0.12%, 28/22572, in 16/17 to 0.23%, 52/22487 in 17/18 and 0.24%, 49/20346 in 18/19). Please refer to Table 15.

**Table 15: The incidence of complaint for CHS: all complainants by age band and year 2016/17 to 2018/19**

Age Band	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>CHS of known age</b>	<b>0.09% (102/108760)</b>	<b>0.12% (137/112637)</b>	<b>0.17% (171/102772)</b>	<b>↑</b>	<b>↑</b>
0 to 4	0.00% (0/112)	R% (R/127)	R% (R/50)	—	—
5 to 9	0.00% (0/268)	0.00% (0/289)	0.00% (0/230)	—	—
10 to 14	R% (R/760)	0.00% (0/810)	0.00% (0/736)	—	—
15 to 19	0.00% (0/1709)	R% (R/1685)	R% (R/1537)	—	—
20 to 29	R% (R/5572)	R% (R/6028)	R% (R/5128)	—	—
30 to 39	R% (R/6642)	0.00% (0/7405)	0.17% (11/6563)	↑	—
40 to 49	R% (R/9300)	R% (R/9947)	R% (R/8691)	—	—
50 to 59	0.08% (11/13487)	R% (R/14537)	0.13% (18/13598)	—	—
60 to 69	0.08% (13/17162)	0.11% (19/17725)	0.18% (29/16485)	↑	—
70 to 79	0.09% (20/21727)	0.13% (29/22441)	0.15% (32/21166)	—	—
80 to 89	0.12% (28/22572)	0.23% (52/22487)	0.24% (49/20346)	↑	—
90 +	0.21% (20/9449)	0.15% (14/9156)	0.25% (21/8242)	—	—

R – Redacted

Within CHS in 18/19, the incidences of complaint were similar amongst female service users (0.16%, 95/58499) and male service users (0.17%, 75/44269). Please refer to Table 16.

**Table 16: The incidence of complaint for CHS: all complainants by gender and year 2016/17 to 2018/19**

Gender	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>CHS of known gender</b>	<b>0.09% (103/108728)</b>	<b>0.12% (138/112607)</b>	<b>0.17% (170/102768)</b>	<b>↑</b>	<b>↑</b>
Females	0.09% (55/61488)	0.12% (78/63406)	0.16% (95/58499)	↑	–
Males	0.10% (48/47240)	0.12% (60/49201)	0.17% (75/44269)	↑	–

Within CHS, the incidence of complaint in 18/19 amongst female service users (0.16%, 95/58499) was particularly high amongst women in their eighties (0.27%, 32/11873). Please refer to Table 17.

**Table 17: The incidence of complaint for CHS: female complainants by age band and year 2016/17 to 2018/19**

Age Band: Females	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>CHS females of known age</b>	<b>0.09% (53/61488)</b>	<b>0.12% (77/63406)</b>	<b>0.16% (95/58499)</b>	<b>↑</b>	–
0 to 4	0.00% (0/48)	0.00% (0/52)	0.00% (0/28)	–	
5 to 9	0.00% (0/145)	0.00% (0/153)	0.00% (0/121)	–	
10 to 14	R% (R/403)	0.00% (0/406)	0.00% (0/363)	–	
15 to 19	0.00% (0/802)	R% (R/812)	R% (R/731)	–	–
20 to 29	R% (R/2795)	R% (R/3082)	0.00% (0/2730)	–	
30 to 39	R% (R/3754)	0.00% (0/4116)	R% (R/3822)	–	
40 to 49	R% (R/5366)	R% (R/5779)	R% (R/5175)	–	–
50 to 59	R% (R/7710)	R% (R/8275)	R% (R/7859)	–	–
60 to 69	R% (R/9031)	R% (R/9320)	0.19% (17/8838)	<b>↑</b>	–
70 to 79	R% (R/11613)	0.13% (16/11892)	0.11% (12/11261)	–	–
80 to 89	0.09% (12/13278)	<b>0.21% (28/13189)</b>	<b>0.27% (32/11873)</b>	<b>↑</b>	–
90 +	<b>0.23% (15/6543)</b>	0.17% (11/6330)	0.30% (17/5698)	–	–

R – Redacted

Within CHS, the incidence of complaint in 18/19 amongst male service users (0.17%, 75/44269) did not vary by age band. Please refer to Table 18.

**Table 18: The incidence of complaint for CHS: male complainants by age band and year 2016/17 to 2018/19**

Age Band: Males	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>CHS males of known age</b>	<b>0.10% (46/47240)</b>	<b>0.12% (59/49201)</b>	<b>0.17% (75/44269)</b>	<b>↑</b>	<b>↑</b>
0 to 4	0.00% (0/64)	R% (R/74)	0.00% (0/22)	—	—
5 to 9	0.00% (0/123)	0.00% (0/136)	0.00% (0/109)	—	—
10 to 14	0.00% (0/356)	0.00% (0/404)	0.00% (0/373)	—	—
15 to 19	0.00% (0/907)	R% (R/873)	0.00% (0/806)	—	—
20 to 29	R% (R/2770)	R% (R/2939)	R% (R/2395)	—	—
30 to 39	R% (R/2883)	0.00% (0/3288)	R% (R/2741)	↑	—
40 to 49	R% (R/3925)	R% (R/4159)	R% (R/3515)	—	—
50 to 59	R% (R/5773)	R% (R/6255)	0.17% (10/5739)	—	—
60 to 69	R% (R/8130)	R% (R/8403)	0.16% (12/7647)	—	—
70 to 79	0.11% (11/10110)	0.12% (13/10547)	0.20% (20/9905)	—	—
80 to 89	0.16% (15/9293)	0.25% (23/9297)	0.20% (17/8473)	—	—
90 +	R% (R/2906)	R% (R/2826)	R% (R/2544)	—	—

R – Redacted

Within CHS in 18/19, amongst service users of known ethnicity, the overall incidence of complaint (0.17%, 150/89441) did not vary significantly by ethnicity, but was highest amongst Black British service users (R%, R/1062). Please refer to Table 19.

**Table 19: The incidence of complaint for CHS: all complainants by ethnicity and year 2016/17 to 2018/19**

Ethnicity	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>CHS of known ethnicity</b>	<b>0.10% (89/88424)</b>	<b>0.12% (118/95938)</b>	<b>0.17% (150/89441)</b>	<b>↑</b>	<b>↑</b>
White	0.11% (78/72799)	0.13% (104/77947)	0.17% (121/73030)	↑	—
Asian British	R% (R/13045)	0.09% (14/14853)	R% (R/13554)	↑	—
Black British	R% (R/1113)	0.00% (0/1311)	R% (R/1062)	—	—
Mixed	R% (R/983)	0.00% (0/1246)	R% (R/1240)	—	—
Other	R% (R/484)	0.00% (0/581)	0.00% (0/555)	—	—

R – Redacted

## 4.5 Incidence of complaint: FYPC by protected characteristics, 2016/17 to 2018/19

Compared to the overall incidence of complaint in FYPC in 18/19 (0.10%, 115/118632), the incidences of complaint were higher amongst children aged 10 to 14 years old (0.28%, 38/13555) and children and young people aged 15 to 19 years old (0.31%, 29/9231), whilst children under the age of five (0.05%, 23/48433) were less likely to raise a complaint. Please refer to Table 20.

In terms of patterns by gender, the incidences of complaint were similar amongst female service users (0.08%, 57/68226) and male service users (0.11%, 57/50402). Please refer to Table 21. The patterns of incidences of complaint by age were similar for female and male service users. Incidences of complaint were higher for girls and young women aged 10 to 14 years old (0.27%, 17/6258) and 15 to 19 years old (0.34%, 18/5238). Please refer to Table 22. And the incidences of complaint were higher for boys and young men aged 10 to 14 years old (0.29%, 21/7297) and 15 to 19 years old (0.28%, 11/3991). Please refer to Table 23.

**Table 20: The incidence of complaint for FYPC: all complainants by age band and year 2016/17 to 2018/19**

Age Band	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>FYPC of known age</b>	<b>0.04% (67/158859)</b>	<b>0.05% (99/196428)</b>	<b>0.10% (115/118632)</b>	↑	↑
0 to 4	R% (R/54959)	0.02% (12/58056)	0.05% (23/48433)	↑	↑
5 to 9	0.04% (12/29128)	0.04% (13/35450)	0.09% (15/17012)	–	↑
10 to 14	0.09% (19/22174)	0.09% (26/29102)	0.28% (38/13555)	↑	↑
15 to 19	0.11% (17/15949)	0.18% (35/19091)	0.31% (29/9231)	↑	↑
20 to 29	R% (R/12316)	R% (R/20127)	R% (R/9745)	–	–
30 to 39	R% (R/14606)	R% (R/22325)	R% (R/11649)	–	–
40 to 49	R% (R/2915)	R% (R/5547)	R% (R/2380)	–	–
50 to 59	R% (R/1568)	R% (R/1596)	R% (R/1504)	–	–
60 to 69	0.00% (0/1509)	0.00% (0/1547)	R% (R/1467)	–	
70 to 79	0.00% (0/1432)	0.00% (0/1400)	0.00% (0/1411)	–	
80 to 89	R% (R/1489)	0.00% (0/1431)	0.00% (0/1476)	–	
90 +	R% (R/814)	R% (R/756)	R% (R/769)	–	–

R – Redacted

Table 21: The incidence of complaint for FYPC: all complainants by gender and year 2016/17 to 2018/19

Gender	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>FYPC of known gender</b>	<b>0.04% (65/158855)</b>	<b>0.05% (100/196418)</b>	<b>0.10% (114/118628)</b>	↑	↑
Females	0.03% (28/90711)	0.04% (53/118059)	0.08% (57/68226)	↑	↑
Males	0.05% (37/68144)	0.06% (47/78359)	0.11% (57/50402)	↑	↑



**Table 22: The incidence of complaint for FYPC: female complainants by age band and year 2016/17 to 2018/19**

Age Band: Females	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>FYPC females of known age</b>	<b>0.03% (28/90711)</b>	<b>0.04% (52/118059)</b>	<b>0.08% (57/68226)</b>	<b>↑</b>	<b>↑</b>
0 to 4	R% (R/26443)	R% (R/27654)	0.05% (12/22885)	↑	↑
5 to 9	R% (R/13139)	R% (R/16360)	R% (R/7172)	–	–
10 to 14	<b>R% (R/10177)</b>	0.08% (13/15736)	<b>0.27% (17/6258)</b>	<b>↑</b>	<b>↑</b>
15 to 19	R% (R/8338)	<b>0.17% (18/10351)</b>	<b>0.34% (18/5238)</b>	<b>↑</b>	<b>↑</b>
20 to 29	R% (R/11581)	R% (R/16639)	R% (R/9144)	–	–
30 to 39	R% (R/14249)	R% (R/21937)	R% (R/11298)	–	–
40 to 49	R% (R/2510)	R% (R/5124)	R% (R/2015)	–	–
50 to 59	R% (R/1030)	<b>R% (R/1083)</b>	R% (R/1003)	–	–
60 to 69	0.00% (0/898)	0.00% (0/935)	R% (R/892)	–	–
70 to 79	0.00% (0/813)	0.00% (0/805)	0.00% (0/807)	–	–
80 to 89	R% (R/939)	0.00% (0/886)	0.00% (0/933)	–	–
90 +	R% (R/594)	R% (R/549)	R% (R/581)	–	–

R – Redacted

**Table 23: The incidence of complaint for FYPC: male complainants by age band and year 2016/17 to 2018/19**

Age Band: Males	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>FYPC males of known age</b>	<b>0.05% (37/68144)</b>	<b>0.06% (46/78359)</b>	<b>0.11% (57/50402)</b>	<b>↑</b>	<b>↑</b>
0 to 4	<b>R% (R/28515)</b>	R% (R/30398)	<b>R% (R/25547)</b>	↑	–
5 to 9	0.07% (11/15989)	R% (R/19090)	0.11% (11/9840)	–	↑
10 to 14	R% (R/11997)	0.10% (13/13365)	<b>0.29% (21/7297)</b>	<b>↑</b>	<b>↑</b>
15 to 19	<b>0.14% (11/7609)</b>	<b>0.18% (16/8736)</b>	<b>0.28% (11/3991)</b>	–	–
20 to 29	R% (R/734)	0.00% (0/3487)	0.00% (0/601)	–	–
30 to 39	R% (R/357)	R% (R/388)	R% (R/350)	–	–
40 to 49	0.00% (0/405)	0.00% (0/423)	R% (R/365)	–	–
50 to 59	0.00% (0/538)	0.00% (0/513)	R% (R/501)	–	–
60 to 69	0.00% (0/611)	0.00% (0/612)	0.00% (0/575)	–	–
70 to 79	0.00% (0/619)	0.00% (0/595)	0.00% (0/604)	–	–
80 to 89	0.00% (0/550)	0.00% (0/545)	0.00% (0/543)	–	–
90 +	0.00% (0/220)	0.00% (0/207)	0.00% (0/188)	–	–

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In 18/19, amongst service users of known ethnicity, the overall incidence of complaint (0.09%, 91/100930) varied significantly by ethnic group. The incidence of complaint was significantly higher for White service users (0.11%, 75/67496) and was significantly lower for Asian British service users (R%, R/23106). There were also increases in the incidence of complaint for White service users in 18/19 compared to 17/18 (from 0.06%, 56/92152, to 0.11%, 75/67496) and for Mixed race service users in 18/19 compared to 17/18 (from R%, R/8782, to R%, R/6065). Please refer to Table 24.

**Table 24: The incidence of complaint for FYPC: all complainants by ethnicity and year 2016/17 to 2018/19**

Ethnicity	Financial year			Trends over time	
	16/17	17/18	18/19	Three-year trend 16/17 to 18/19	Two-year trend 17/18 to 18/19
<b>FYPC of known ethnicity</b>	<b>0.04% (41/114606)</b>	<b>0.05% (65/139247)</b>	<b>0.09% (91/100930)</b>	<b>↑</b>	<b>↑</b>
White	R% (R/75488)	0.06% (56/92152)	0.11% (75/67496)	↑	↑
Asian British	R% (R/27659)	R% (R/33416)	R% (R/23106)	–	–
Black British	R% (R/1556)	R% (R/1963)	R% (R/2186)	–	–
Mixed	R% (R/7462)	R% (R/8782)	R% (R/6065)	↑	↑
Other	R% (R/2441)	R% (R/2934)	R% (R/2077)	–	–

R – Redacted

## 4.6 Subject of complaints: LPT overall

Table 25: Complaints by complaint type and area across LPT

Complaint Category	Area†				Total Known	Not Known‡	Grand Total
	AMH/LD	CHS	FYPC	Other			
Overall	39.8%	35.0%	R%	R%	497	0.0%	497
Admissions, Discharges And Transfers Exc Delays	R%	R%	R%	R%	R	0.0%	R
Appointments	48.1%	R%	R%	R%	52	0.0%	52
Clinical	63.2%	R%	R%	R%	38	0.0%	38
Communications	R%	R%	47.6%	R%	21	0.0%	21
Patient Care	34.9%	44.4%	20.6%	R%	252	0.0%	252
Patient Safety	R%	45.5%	R%	R%	22	0.0%	22
Prescribing Error	R%	R%	R%	R%	R	0.0%	R
Privacy, Dignity And Wellbeing	R%	R%	R%	R%	15	0.0%	15
Trust Administration/Policies/Procedures	R%	R%	R%	R%	13	0.0%	13
Values And Behaviours (Staff)	45.3%	32.8%	R%	R%	64	0.0%	64
Other	R%	R%	R%	R%	R	0.0%	R

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total

R – Redacted

Table 26: Complaints by complaint type and age group across LPT

Complaint Category	Age Band (years)†					Total Known	Not Known‡	Grand Total
	0 to 15	16 to 29	30 to 49	50 to 74	75 and over			
Overall	19.1%	17.5%	21.3%	23.7%	18.3%	497	0.0%	497
Admissions, Discharges And Transfers Exc Delays	R%	R%	R%	R%	R%	R	0.0%	R
Appointments	32.7%	R%	R%	28.8%	R%	52	0.0%	52
Clinical	R%	R%	31.6%	R%	R%	38	0.0%	38
Communications	R%	R%	R%	R%	R%	21	0.0%	21
Patient Care	16.3%	15.1%	21.0%	25.0%	22.6%	252	0.0%	252
Patient Safety	R%	R%	R%	R%	R%	22	0.0%	22
Prescribing Error	R%	R%	R%	R%	R%	R	0.0%	R
Privacy, Dignity And Wellbeing	R%	R%	R%	R%	R%	15	0.0%	15
Trust Administration/Policies/Procedures	R%	R%	R%	R%	R%	13	0.0%	13
Values And Behaviours (Staff)	15.6%	23.4%	31.3%	18.8%	R%	64	0.0%	64
Other	R%	R%	R%	R%	R%	R	0.0%	R

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total

R – Redacted

**Table 27: Complaints by complaint type and ethnicity across LPT**

Complaint Category	Ethnicity†				Total Known	Not Known‡	Grand Total
	White	Asian British	Black British	Mixed			
<b>Overall</b>	80.2%	12.3%	3.5%	4.0%	398	19.9%	497
<b>Admissions, Discharges And Transfers Exc Delays</b>	R%	R%	R%	R%	R	57.1%	R
<b>Appointments</b>	R%	R%	R%	R%	38	26.9%	52
<b>Clinical</b>	R%	R%	R%	R%	29	23.7%	38
<b>Communications</b>	R%	R%	R%	R%	18	14.3%	21
<b>Patient Care</b>	80.4%	12.9%	R%	R%	209	17.1%	252
<b>Patient Safety</b>	R%	R%	R%	R%	21	4.5%	22
<b>Prescribing Error</b>	R%	R%	R%	R%	R	12.5%	R
<b>Privacy, Dignity And Wellbeing</b>	100.0%	0.0%	0.0%	0.0%	10	33.3%	15
<b>Trust Administration/Policies/Procedures</b>	R%	R%	R%	R%	11	15.4%	13
<b>Values And Behaviours (Staff)</b>	R%	R%	R%	R%	47	26.6%	64
<b>Other</b>	R%	R%	R%	R%	R	0.0%	R

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total

R – Redacted

**Table 28: Complaints by complaint type and ethnicity (simplistic) across LPT**

Complaint Category	Ethnicity†		Total Known	Not Known‡	Grand Total
	White	BME			
<b>Overall</b>	80.2%	19.8%	398	19.9%	497
<b>Admissions, Discharges And Transfers Exc Delays</b>	R%	R%	R	57.1%	R
<b>Appointments</b>	R%	R%	38	26.9%	52
<b>Clinical</b>	R%	R%	29	23.7%	38
<b>Communications</b>	R%	R%	18	14.3%	21
<b>Patient Care</b>	80.4%	19.6%	209	17.1%	252
<b>Patient Safety</b>	R%	R%	21	4.5%	22
<b>Prescribing Error</b>	R%	R%	R	12.5%	R
<b>Privacy, Dignity And Wellbeing</b>	R%	R%	10	33.3%	15
<b>Trust Administration/Policies/Procedures</b>	R%	R%	11	15.4%	13
<b>Values And Behaviours (Staff)</b>	R%	R%	47	26.6%	64
<b>Other</b>	R%	R%	R	0.0%	R

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total

R – Redacted

**Table 29: Complaints by complaint type and gender across LPT**

Complaint Category	Gender†		Total Known	Not Known‡	Grand Total
	Female	Male			
<b>Overall</b>	53.8%	46.2%	494	0.6%	497
<b>Admissions, Discharges And Transfers Exc Delays</b>	R%	R%	R	0.0%	R
<b>Appointments</b>	53.8%	46.2%	52	0.0%	52
<b>Clinical</b>	36.8%	63.2%	38	0.0%	38
<b>Communications</b>	R%	R%	21	0.0%	21
<b>Patient Care</b>	54.0%	46.0%	250	0.8%	252
<b>Patient Safety</b>	R%	R%	22	0.0%	22
<b>Prescribing Error</b>	R%	R%	R	0.0%	R
<b>Privacy, Dignity And Wellbeing</b>	R%	R%	15	0.0%	15
<b>Trust Administration/Policies/Procedures</b>	R%	R%	13	0.0%	13
<b>Values And Behaviours (Staff)</b>	49.2%	50.8%	63	1.6%	64
<b>Other</b>	R%	R%	R	0.0%	R

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total

R – Redacted

## 4.7 Subject of complaints: AMH/LD

Table 30: Complaints by complaint type and age group within AMH/LD

Complaint Category	Age Band (years)†			Total Known	Not Known‡	Grand Total
	16 to 29	30 to 49	50 to 74			
<b>Overall</b>	30.8%	43.4%	25.8%	198	0.0%	198
Admissions, Discharges And Transfers Exc Delays	R%	R%	R%	R	0.0%	R
Appointments	R%	R%	R%	25	0.0%	25
Clinical	R%	50.0%	R%	24	0.0%	24
Communications	R%	R%	R%	R	0.0%	R
Patient Care	29.5%	44.3%	26.1%	88	0.0%	88
Patient Safety	R%	R%	R%	R	0.0%	R
Prescribing Error	R%	R%	R%	R	0.0%	R
Privacy, Dignity And Wellbeing	R%	R%	R%	R	0.0%	R
Trust Administration/Policies/Procedures	R%	R%	R%	R	0.0%	R
Values And Behaviours (Staff)	R%	55.2%	R%	29	0.0%	29
Other	R%	R%	R%	R	0.0%	R

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total

R – Redacted

Table 31: Complaints by complaint type and ethnicity within AMH/LD

Complaint Category	Ethnicity†				Total Known	Not Known‡	Grand Total
	White	Asian British	Black British	Mixed			
<b>Overall</b>	77.9%	11.4%	R%	R%	149	24.7%	198
Admissions, Discharges And Transfers Exc Delays	R%	R%	R%	R%	R	80.0%	R
Appointments	R%	R%	R%	R%	14	44.0%	25
Clinical	R%	R%	R%	R%	20	16.7%	24
Communications	R%	R%	R%	R%	R	0.0%	R
Patient Care	80.0%	R%	R%	R%	70	20.5%	88
Patient Safety	R%	R%	R%	R%	R	0.0%	R
Prescribing Error	R%	R%	R%	R%	R	0.0%	R
Privacy, Dignity And Wellbeing	R%	R%	R%	R%	R	40.0%	R
Trust Administration/Policies/Procedures	R%	R%	R%	R%	R	0.0%	R
Values And Behaviours (Staff)	R%	R%	R%	R%	19	34.5%	29
Other	R%	R%	R%	R%	R	0.0%	R

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total

R – Redacted

**Table 32: Complaints by complaint type and ethnicity (simplistic) within AMH/LD**

Complaint Category	Ethnicity <sup>†</sup>		Total Known	Not Known‡	Grand Total
	White	BME			
<b>Overall</b>	77.9%	22.1%	149	24.7%	198
Admissions, Discharges And Transfers Exc Delays	R%	R%	R	80.0%	R
Appointments	R%	R%	14	44.0%	25
Clinical	R%	R%	20	16.7%	24
Communications	R%	R%	R	0.0%	R
Patient Care	80.0%	20.0%	70	20.5%	88
Patient Safety	R%	R%	R	0.0%	R
Prescribing Error	R%	R%	R	0.0%	R
Privacy, Dignity And Wellbeing	R%	R%	R	40.0%	R
Trust Administration/Policies/Procedures	R%	R%	R	0.0%	R
Values And Behaviours (Staff)	R%	R%	19	34.5%	29
Other	R%	R%	R	0.0%	R

<sup>†</sup> percentage calculated by row out of Total Known

<sup>‡</sup> percentage calculated by row out of Grand Total

R – Redacted

**Table 33: Complaints by complaint type and gender within AMH/LD**

Complaint Category	Gender <sup>†</sup>		Total Known	Not Known‡	Grand Total
	Female	Male			
<b>Overall</b>	54.3%	45.7%	197	0.5%	198
Admissions, Discharges And Transfers Exc Delays	R%	R%	R	0.0%	R
Appointments	48.0%	52.0%	25	0.0%	25
Clinical	41.7%	58.3%	24	0.0%	24
Communications	R%	R%	R	0.0%	R
Patient Care	59.1%	40.9%	88	0.0%	88
Patient Safety	R%	R%	R	0.0%	R
Prescribing Error	R%	R%	R	0.0%	R
Privacy, Dignity And Wellbeing	R%	R%	R	0.0%	R
Trust Administration/Policies/Procedures	R%	R%	R	0.0%	R
Values And Behaviours (Staff)	50.0%	50.0%	28	3.4%	29
Other	R%	R%	R	0.0%	R

<sup>†</sup> percentage calculated by row out of Total Known

<sup>‡</sup> percentage calculated by row out of Grand Total

R – Redacted

## 4.8 Subject of complaints: CHS

Table 34: Complaints by complaint type and age group within CHS

Complaint Category	Age Band (years) <sup>†</sup>					Total Known	Not Known‡	Grand Total
	0 to 15	16 to 29	30 to 49	50 to 74	75 and over			
<b>Overall</b>	R%	R%	R%	35.6%	51.7%	174	0.0%	174
Admissions, Discharges And Transfers Exc Delays	R%	R%	R%	R%	R%	R	0.0%	R
Appointments	R%	R%	R%	R%	R%	R	0.0%	R
Clinical	R%	R%	R%	R%	R%	R	0.0%	R
Communications	R%	R%	R%	R%	R%	R	0.0%	R
Patient Care	R%	R%	R%	35.7%	50.9%	112	0.0%	112
Patient Safety	R%	R%	R%	R%	R%	10	0.0%	10
Prescribing Error	R%	R%	R%	R%	R%	R	0.0%	R
Privacy, Dignity And Wellbeing	R%	R%	R%	R%	R%	R	0.0%	R
Trust Administration/Policies/Procedures	R%	R%	R%	R%	R%	R	0.0%	R
Values And Behaviours (Staff)	R%	R%	R%	R%	R%	21	0.0%	21
Other	R%	R%	R%	R%	R%	R	0.0%	R

<sup>†</sup> percentage calculated by row out of Total Known

<sup>‡</sup> percentage calculated by row out of Grand Total

R – Redacted

Table 35: Complaints by complaint type and ethnicity within CHS

Complaint Category	Ethnicity <sup>†</sup>				Total Known	Not Known‡	Grand Total
	White	Asian British	Black British	Mixed			
<b>Overall</b>	80.4%	R%	R%	R%	153	12.1%	174
Admissions, Discharges And Transfers Exc Delays	R%	R%	R%	R%	R	0.0%	R
Appointments	R%	R%	R%	R%	R	0.0%	R
Clinical	R%	R%	R%	R%	R	37.5%	R
Communications	R%	R%	R%	R%	R	14.3%	R
Patient Care	80.0%	R%	R%	R%	100	10.7%	112
Patient Safety	100.0%	0.0%	0.0%	0.0%	10	0.0%	10
Prescribing Error	R%	R%	R%	R%	R	50.0%	R
Privacy, Dignity And Wellbeing	R%	R%	R%	R%	R	33.3%	R
Trust Administration/Policies/Procedures	R%	R%	R%	R%	R	33.3%	R
Values And Behaviours (Staff)	R%	R%	R%	R%	19	9.5%	21
Other	R%	R%	R%	R%	R	0.0%	R

<sup>†</sup> percentage calculated by row out of Total Known

<sup>‡</sup> percentage calculated by row out of Grand Total

R – Redacted



**Table 36: Complaints by complaint type and ethnicity (simplistic) within CHS**

Complaint Category	Ethnicity†		Total Known	Not Known‡	Grand Total
	White	BME			
<b>Overall</b>	80.4%	19.6%	153	12.1%	174
Admissions, Discharges And Transfers Exc Delays	R%	R%	R	0.0%	R
Appointments	R%	R%	R	0.0%	R
Clinical	R%	R%	R	37.5%	R
Communications	R%	R%	R	14.3%	R
Patient Care	80.0%	20.0%	100	10.7%	112
Patient Safety	100.0%	0.0%	10	0.0%	10
Prescribing Error	R%	R%	R	50.0%	R
Privacy, Dignity And Wellbeing	R%	R%	R	33.3%	R
Trust Administration/Policies/Procedures	R%	R%	R	33.3%	R
Values And Behaviours (Staff)	R%	R%	19	9.5%	21
Other	R%	R%	R	0.0%	R

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total

R – Redacted

**Table 37: Complaints by complaint type and gender within CHS**

Complaint Category	Gender†		Total Known	Not Known‡	Grand Total
	Female	Male			
<b>Overall</b>	56.1%	43.9%	173	0.6%	174
Admissions, Discharges And Transfers Exc Delays	R%	R%	R	0.0%	R
Appointments	R%	R%	R	0.0%	R
Clinical	R%	R%	R	0.0%	R
Communications	R%	R%	R	0.0%	R
Patient Care	55.0%	45.0%	111	0.9%	112
Patient Safety	R%	R%	10	0.0%	10
Prescribing Error	R%	R%	R	0.0%	R
Privacy, Dignity And Wellbeing	R%	R%	R	0.0%	R
Trust Administration/Policies/Procedures	R%	R%	R	0.0%	R
Values And Behaviours (Staff)	R%	R%	21	0.0%	21
Other	R%	R%	R	0.0%	R

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total

R – Redacted

## 4.9 Subject of complaints: FYPC

**Table 38: Complaints by complaint type and age group within FYPC**

Complaint Category	Age Band (years) <sup>†</sup>					Total Known	Not Known‡	Grand Total
	0 to 15	16 to 29	30 to 49	50 to 74	75 and over			
<b>Overall</b>	76.5%	R%	R%	R%	R%	119	0.0%	119
<b>Admissions, Discharges And Transfers Exc Delays</b>	R%	R%	R%	R%	R%	R	0.0%	R
<b>Appointments</b>	R%	R%	R%	R%	R%	23	0.0%	23
<b>Clinical</b>	R%	R%	R%	R%	R%	R	0.0%	R
<b>Communications</b>	R%	R%	R%	R%	R%	10	0.0%	10
<b>Patient Care</b>	76.9%	R%	R%	R%	R%	52	0.0%	52
<b>Patient Safety</b>	R%	R%	R%	R%	R%	R	0.0%	R
<b>Privacy, Dignity And Wellbeing</b>	R%	R%	R%	R%	R%	R	0.0%	R
<b>Trust Administration/Policies/Procedures</b>	R%	R%	R%	R%	R%	R	0.0%	R
<b>Values And Behaviours (Staff)</b>	R%	R%	R%	R%	R%	13	0.0%	13

<sup>†</sup> percentage calculated by row out of Total Known

<sup>‡</sup> percentage calculated by row out of Grand Total

R – Redacted

**Table 39: Complaints by complaint type and ethnicity within FYPC**

Complaint Category	Ethnicity <sup>†</sup>				Total Known	Not Known‡	Grand Total
	White	Asian British	Black British	Mixed			
<b>Overall</b>	82.8%	R%	R%	R%	93	21.8%	119
<b>Admissions, Discharges And Transfers Exc Delays</b>	R%	R%	R%	R%	R	0.0%	R
<b>Appointments</b>	R%	R%	R%	R%	20	13.0%	23
<b>Clinical</b>	R%	R%	R%	R%	R	33.3%	R
<b>Communications</b>	R%	R%	R%	R%	R	10.0%	10
<b>Patient Care</b>	R%	R%	R%	R%	39	25.0%	52
<b>Patient Safety</b>	R%	R%	R%	R%	R	25.0%	R
<b>Privacy, Dignity And Wellbeing</b>	R%	R%	R%	R%	R	28.6%	R
<b>Trust Administration/Policies/Procedures</b>	R%	R%	R%	R%	R	0.0%	R
<b>Values And Behaviours (Staff)</b>	R%	R%	R%	R%	R	30.8%	13

<sup>†</sup> percentage calculated by row out of Total Known

<sup>‡</sup> percentage calculated by row out of Grand Total

R – Redacted

**Table 40: Complaints by complaint type and ethnicity (simplistic) within FYPC**

Complaint Category	Ethnicity <sup>†</sup>		Total Known	Not Known <sup>‡</sup>	Grand Total
	White	BME			
<b>Overall</b>	82.8%	17.2%	93	21.8%	119
<b>Admissions, Discharges And Transfers Exc Delays</b>	R%	R%	R	0.0%	R
<b>Appointments</b>	R%	R%	20	13.0%	23
<b>Clinical</b>	R%	R%	R	33.3%	R
<b>Communications</b>	R%	R%	R	10.0%	R
<b>Patient Care</b>	R%	R%	39	25.0%	52
<b>Patient Safety</b>	R%	R%	R	25.0%	R
<b>Privacy, Dignity And Wellbeing</b>	R%	R%	R	28.6%	R
<b>Trust Administration/Policies/Procedures</b>	R%	R%	R	0.0%	R
<b>Values And Behaviours (Staff)</b>	R%	R%	R	30.8%	R

<sup>†</sup> percentage calculated by row out of Total Known

<sup>‡</sup> percentage calculated by row out of Grand Total

R – Redacted

**Table 41: Complaints by complaint type and gender within FYPC**

Complaint Category	Gender <sup>†</sup>		Total Known	Not Known <sup>‡</sup>	Grand Total
	Female	Male			
<b>Overall</b>	49.2%	50.8%	118	0.8%	119
<b>Admissions, Discharges And Transfers Exc Delays</b>	R%	R%	R	0.0%	R
<b>Appointments</b>	R%	R%	23	0.0%	23
<b>Clinical</b>	R%	R%	R	0.0%	R
<b>Communications</b>	R%	R%	10	0.0%	10
<b>Patient Care</b>	43.1%	56.9%	51	1.9%	52
<b>Patient Safety</b>	R%	R%	R	0.0%	R
<b>Privacy, Dignity And Wellbeing</b>	R%	R%	R	0.0%	R
<b>Trust Administration/Policies/Procedures</b>	R%	R%	R	0.0%	R
<b>Values And Behaviours (Staff)</b>	R%	R%	13	0.0%	13

<sup>†</sup> percentage calculated by row out of Total Known

<sup>‡</sup> percentage calculated by row out of Grand Total

R – Redacted