

Leicestershire Partnership NHS Trust

Complaints from Service Users

April 2019 to March 2020

A quantitative equality analysis of complainants
and reasons for complaint

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.

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 Office¹. In the tables of analysis throughout this report, the term "REDACTED" is used to indicate a redacted number.

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

2 Summary of main findings

- There were 236 complaints recorded for the period April 2019 to March 2020, brought by 232 individual complainants; an incidence of 0.15% (complainants) for a total of 157,023 service users in the financial year.
- The overall percentage and the absolute number of service users raising a complaint has decreased since 2018/19 (0.21%, 481/232464), but the percentage of service users raising a complaint remains higher than in 2017/18 (0.14%, 435/315609) or 2016/17 (0.13%, 346/275020).
- Rates of complaint were higher in AMH/LD (0.63%, 98/15633) than in CHS (0.09%, 83/87743) or FYPC (0.08%, 49/61750).
- The profiles of complainants varied by service area, although it should be noted that ethnicity was not known for 28.4% of complainants and for 17.6% of service users overall – thus, findings relating to ethnicity may not be reliable:
 - Within AMH/LD the rate of complaint did not vary significantly by age, ethnicity or gender.
 - Within CHS, the rate of complaint was higher amongst service users in their eighties (0.16%, 26/16110), and was especially high amongst women in their eighties (0.22%, 21/9560).
 - Within FYPC the rate of complaint was higher amongst children aged 10 to 14 years old (0.18%, 16/8826) and amongst children and young people aged 15 to 19 years old (0.27%, 12/4447); particularly amongst girls and young women aged 15 to 19 years old (0.23%, REDACTED), amongst boys aged 10 to 14 years old (0.27%, 12/4400), and amongst boys and young men aged 15 to 19 years old (0.34%, REDACTED).
 - Also within FYPC, White service users were most likely to raise a complaint (0.09%, 30/34825), with the incidence of complaint lower amongst BME service users (0.01%, REDACTED).
 - 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.

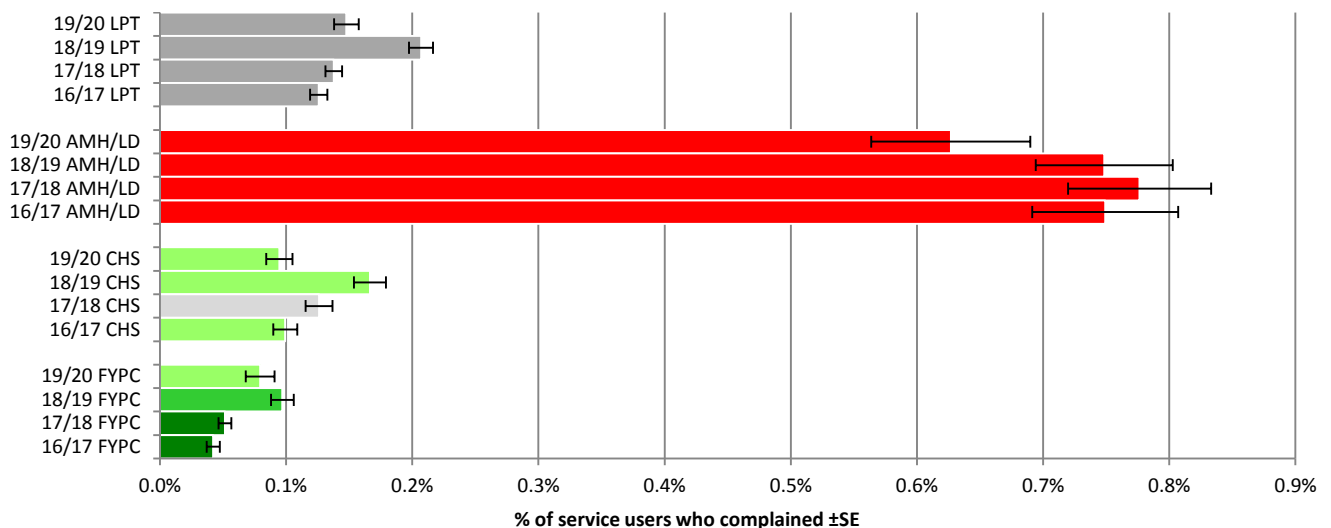
Below, the main findings of the equality analyses of complainants are summarised in a narrative format and illustrated with graphical representations. In addition to these main findings, detailed tables of analyses are presented in the appendices, for reference. The tables in the appendices are colour 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).

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 28.4% of complainants and was not known for 17.6% 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 2019/20, 0.15% of service users (232/157023) raised a complaint, representing a decrease in the percentage and the absolute number of service users raising a complaint compared to 2018/19 (0.21%, 481/232464), but the percentage of service users raising a complaint remained higher than in 2017/18 (0.14%, 435/315609) and 2016/17 (0.13%, 346/275020). In 2019/20, the incidence of complaint was higher in AMH/LD (0.63%, 98/15633) than in CHS (0.09%, 83/87743) or FYPC (0.08%, 49/61750). Within AMH/LD, the overall incidence of complaint in 2019/20 (0.63%, 98/15633) was numerically lower than in previous years, but not to a statistically significant degree: 2018/19, (0.75%, 189/25250), 2017/18 (0.78%, 186/23953), and 2016/17 (0.75%, 167/22289). Within CHS, the overall incidence of complaint in 2019/20 (0.09%, 83/87743) had decreased since 2018/19 (0.17%, 171/102772) to a level similar to that seen in 2017/18 (0.13%, 142/112637) and 2016/17 (0.10%, 108/108760). Within FYPC, the overall incidence of complaint in 2019/20 (0.08%, 49/61750) was similar to that seen in 2018/19 (0.10%, 115/118632), but was higher than in 2017/18 (0.05%, 101/196428) and 2016/17 (0.04%, 67/158860). Please refer to Table 4.

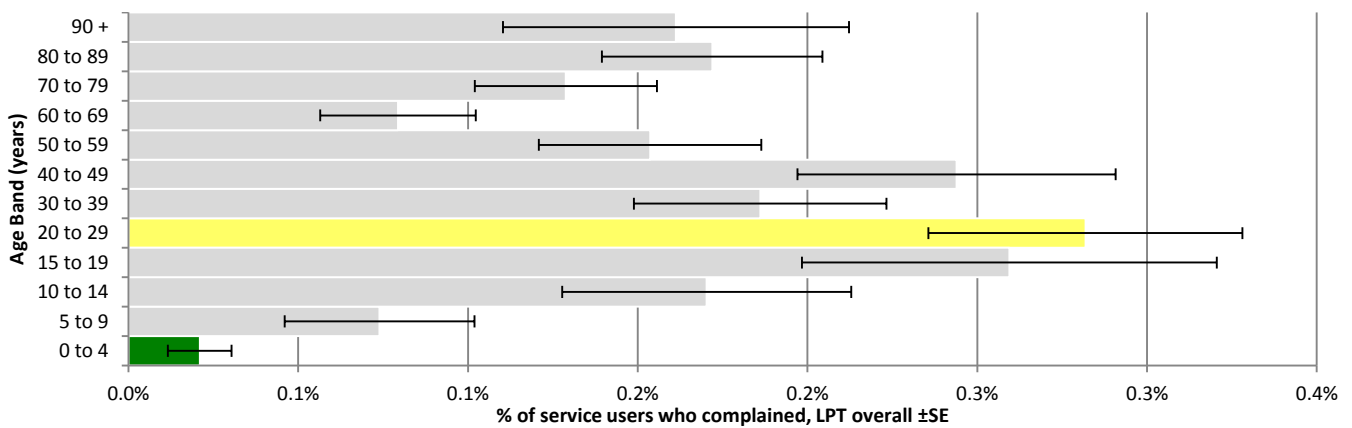


Colour coding compares in-year averages:

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

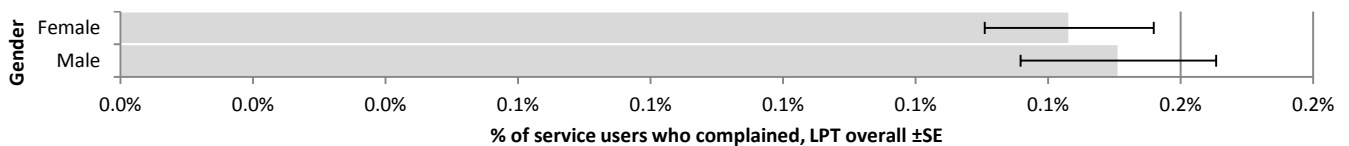
2.3 Variations in the demographic profile of complainants across LPT overall by age, gender, and ethnicity

- Across LPT in 2019/20, compared to the overall incidence of complaint amongst those of known age (0.15%, 230/157023), service users in their twenties were more likely to raise a complaint (0.28%, 37/13127), whilst children under the age of five were less likely to raise a complaint or to have a complaint raised on their behalf (0.02%, REDACTED). Compared to 2018/19, in 2019/20 the incidence of complaint had decreased for people in their fifties (from 0.31%, 55/17771 to 0.15%, 22/14320) and for people in their sixties (from 0.23%, 43/18565 to 0.08%, 12/15119). Please refer to Table 5.



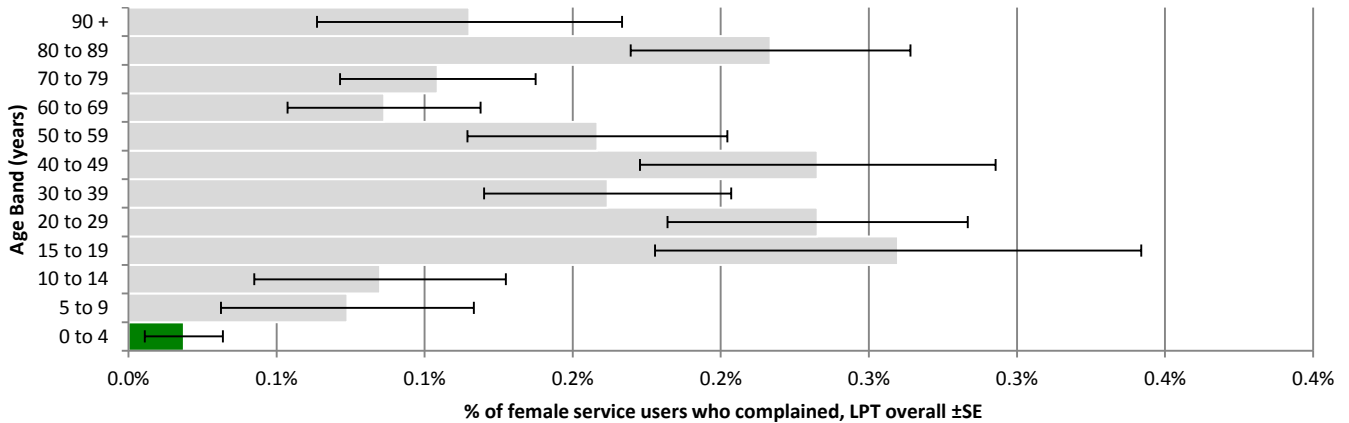
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- In 2019/20, the incidences of complaint were similar for female service users (0.14%, 126/87975) and male service users (0.15%, 104/69046). Compared to 2018/19, in 2019/20 the incidence of complaint decreased for both female service users (from 0.20%, 256/130923 to 0.14%, 126/87975) and male service users (from 0.22%, 222/101526 to 0.15%, 104/69046). Please refer to Table 6.



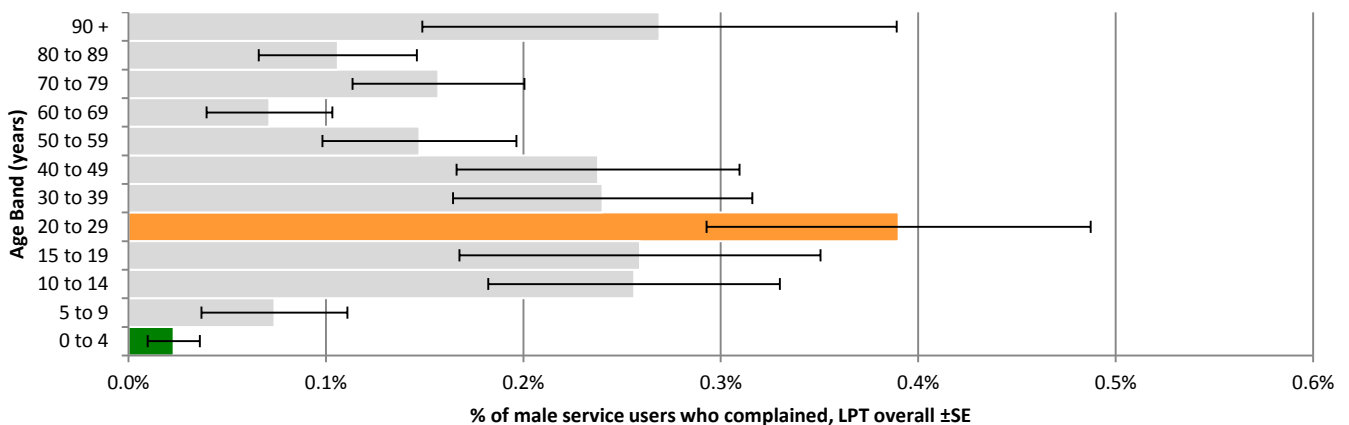
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- The pattern in the incidence of complaint by age band differed by gender. In 2019/20, girls under the age of five were less likely to raise a complaint, or to have a complaint raised on their behalf (0.02%, REDACTED) than female service users of known age overall (0.14% 126/87975). Compared to 2018/19, in 2019/20 the incidence of complaint decreased for girls aged 10 to 14 years old (from 0.28%, 18/6529 to 0.08%, REDACTED), for women in their sixties (from 0.27%, 27/10045 to 0.09%, REDACTED), and for women in their nineties and above (from 0.31%, 18/5743 to 0.12%, REDACTED). Please refer to Table 7.



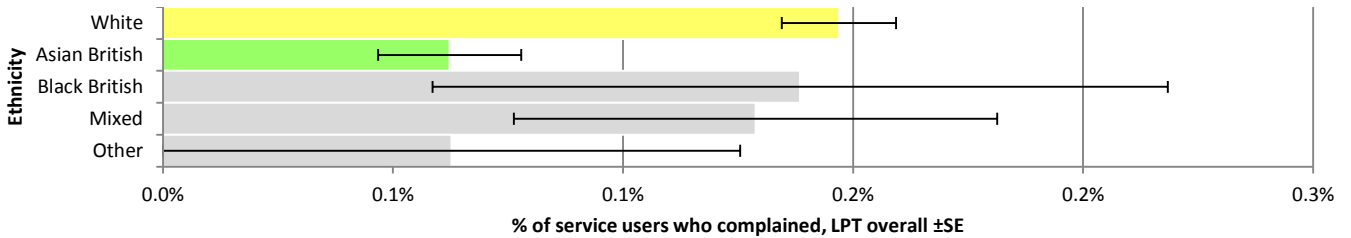
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- Meanwhile, for male service users in 2019/20, the incidence of complaint was higher amongst those in their twenties (0.39%, 16/4102), and was lower amongst boys under the age of five (0.02%, REDACTED), than for male service users of known age overall (0.15%, 103/69046). The incidence of complaint amongst men in their twenties has been elevated since 2018/19. Please refer to Table 8.



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

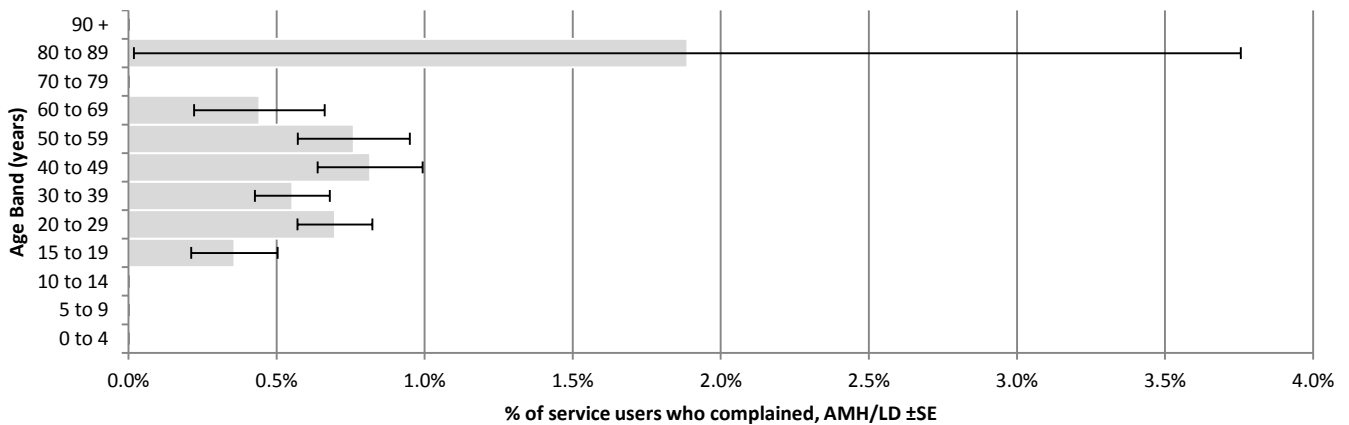
- In 2019/20, when compared to the incidence of complaint amongst all service users of known ethnicity (0.13%, 166/129374), the incidence of complaint was higher for White service users (0.15%, 140/95274), whilst Asian British service users were less likely to raise a complaint (0.06%, 16/25681). Compared to 2018/19, in 2019/20 the incidence of complaint had decreased for White service users (from 0.21%, 307/144722 to 0.15%, 140/95274) and for Asian British service users (from 0.13%, 48/37167 to 0.06%, 16/25681). Please refer to Table 9.



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

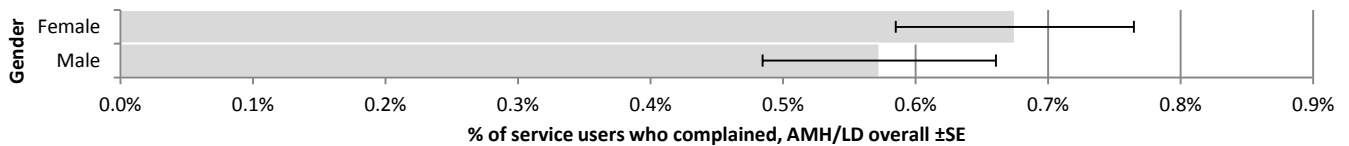
2.4 Variations in the demographic profile of complainants within AMH/LD by age, gender, and ethnicity

- Within AMH/LD, the overall incidence of complaint in 2019/20 amongst those of known age (0.62%, 97/15633) did not vary by age band. A three-year trend from 2016/17 to 2018/19 for the incidence of complaint to increase amongst people in their twenties (from 0.52%, 26/5045 in 2016/17 to 0.65%, 36/5552 in 2017/18 and 0.86%, 52/6070 in 2018/19) was curtailed in 2019/20 (0.70%, 30/4304). Please refer to Table 10.



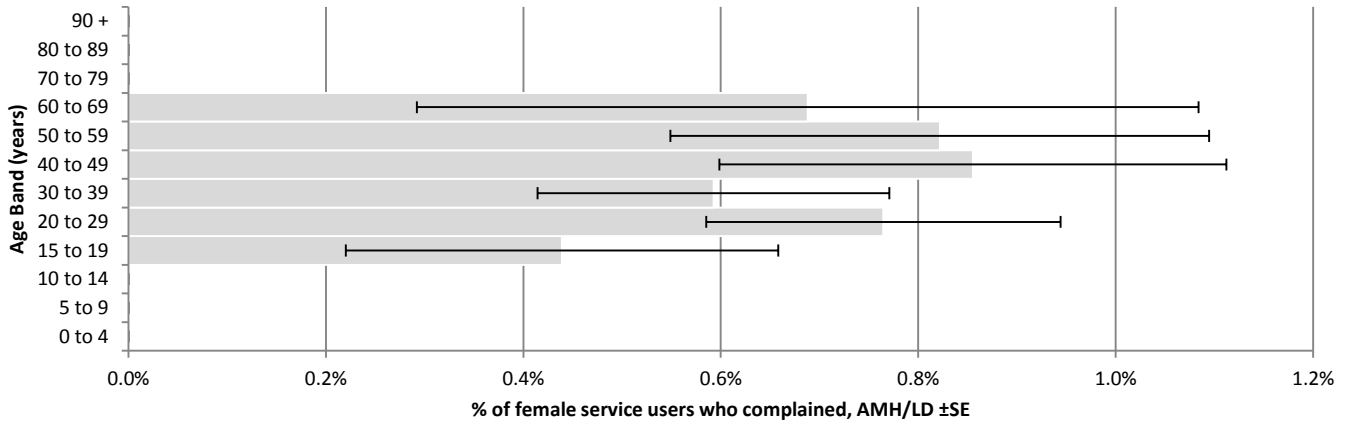
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- Within AMH/LD in 2019/20, the incidences of complaint were similar amongst female service users (0.67%, 56/8298) and male service users (0.57%, 42/7334). Please refer to Table 11.



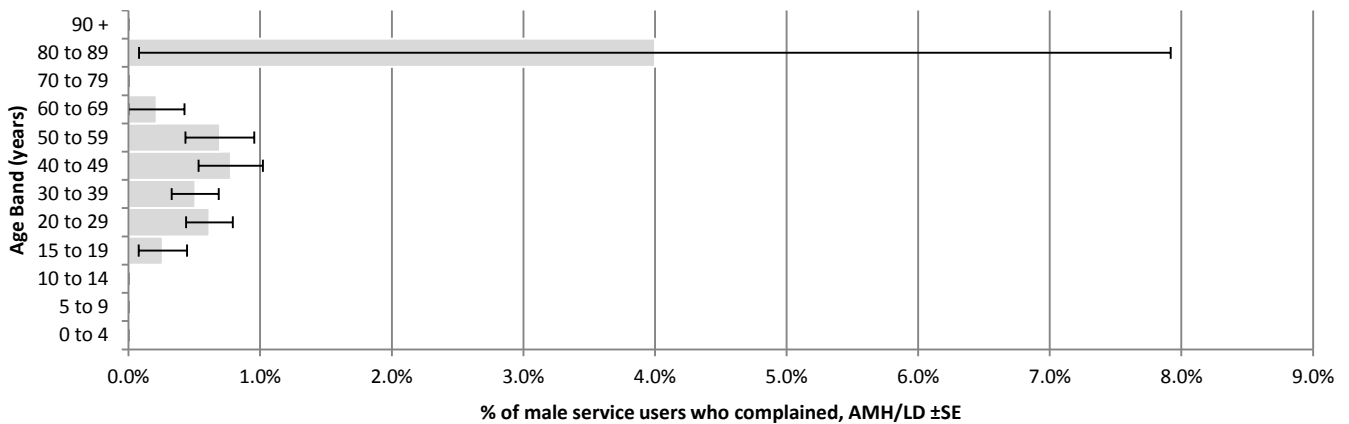
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- The overall incidence of complaint in 2019/20 amongst female service users (0.67%, 56/8298) did not vary by age band. Please refer to Table 12.



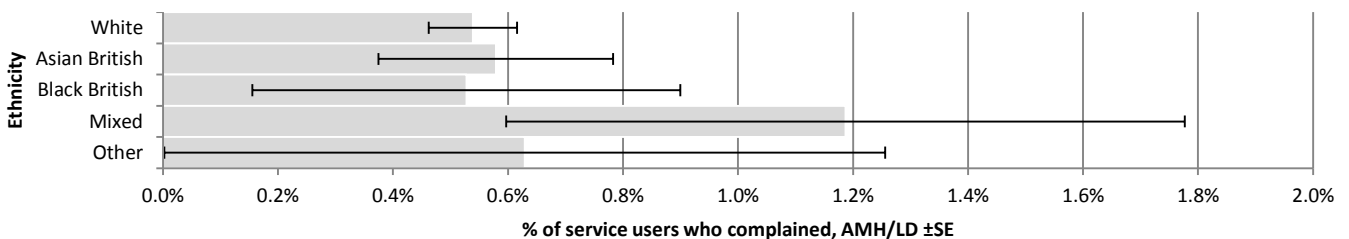
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- The overall incidence of complaint in 2019/20 amongst male service users (0.57%, 42/7334) 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

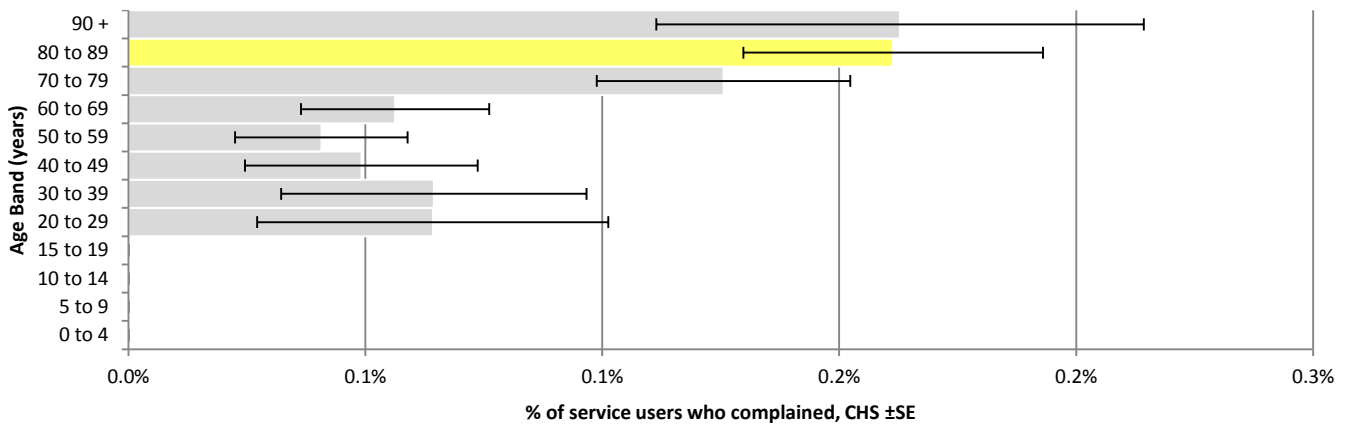
- The overall incidence of complaint amongst service users of known ethnicity in 2019/20 (0.56% 64/11345), did not vary by ethnic group. Please refer to Table 14.



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

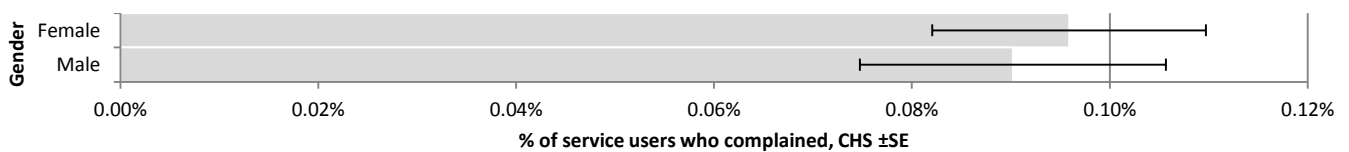
2.5 Variations in the demographic profile of complainants within CHS by age, gender, and ethnicity

- Within CHS, the incidence of complaint in 2019/20 was higher amongst service users in their eighties (0.16%, 26/16110) than amongst service users of known age overall (0.09%, 82/87743). The incidence of complaint amongst people in their fifties was lower in 2019/20 (0.04%, REDACTED) than in 2018/19 (0.13%, 18/13598). Similarly, the incidence of complaint amongst people in their sixties was lower in 2019/20 (0.06%, REDACTED) than in 2018/19 (0.18%, 29/16485). Please refer to Table 15.



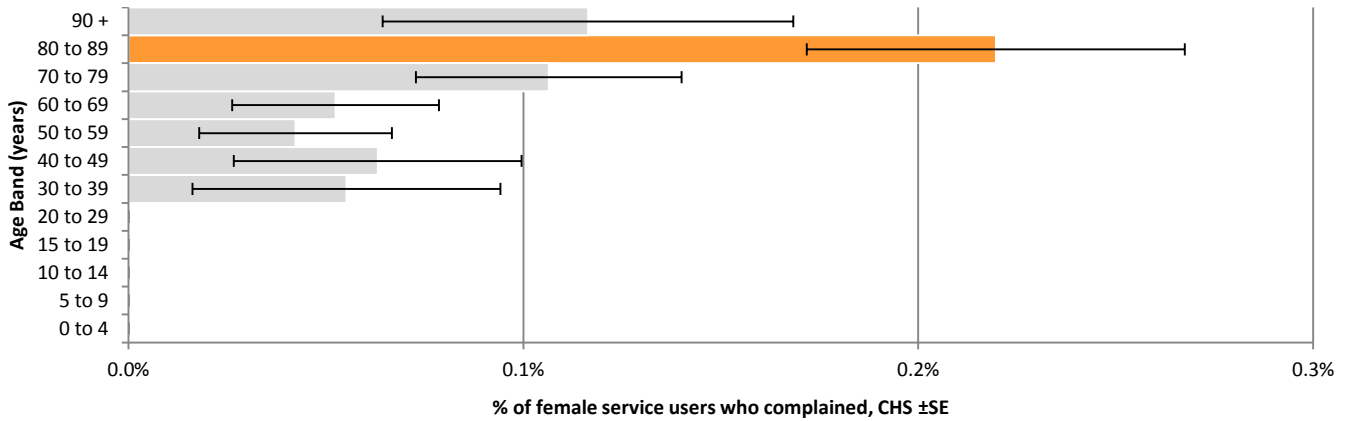
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- Within CHS in 2019/20, the incidences of complaint were similar amongst female service users (0.10%, 48/50058) and male service users (0.09%, 34/37685), with both values being lower than the incidences of complaint in 2018/19 amongst female service users (0.16%, 95/58499) and male service users (0.17%, 75/44269) respectively. Please refer to Table 16.



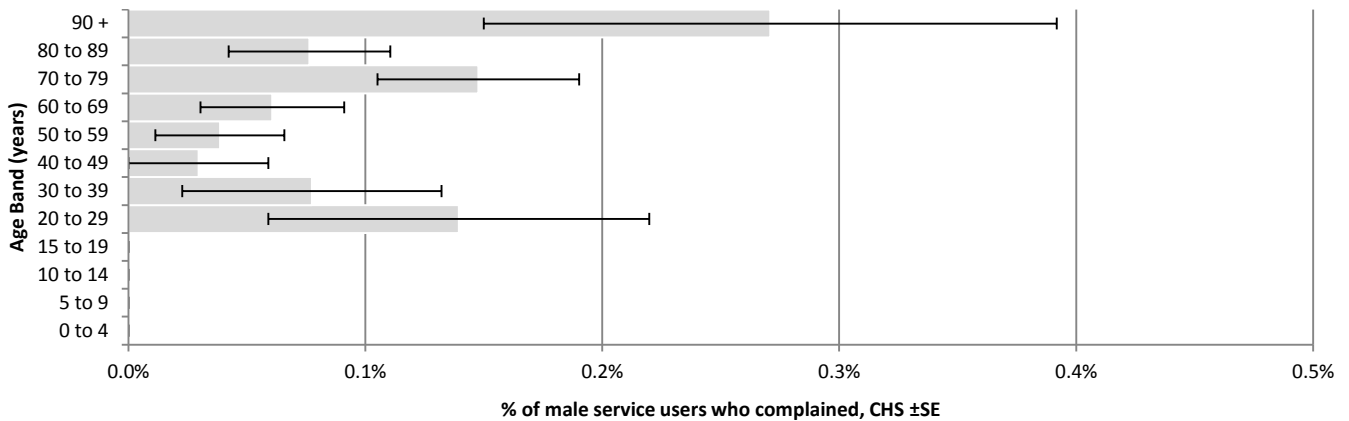
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- Within CHS, the incidence of complaint in 2019/20 amongst women in their eighties (0.22%, 21/9560) was higher than amongst women of known age overall (0.10%, 48/50058). The incidence of complaint has been elevated amongst women in their eighties since 2017/18. Please refer to Table 17.



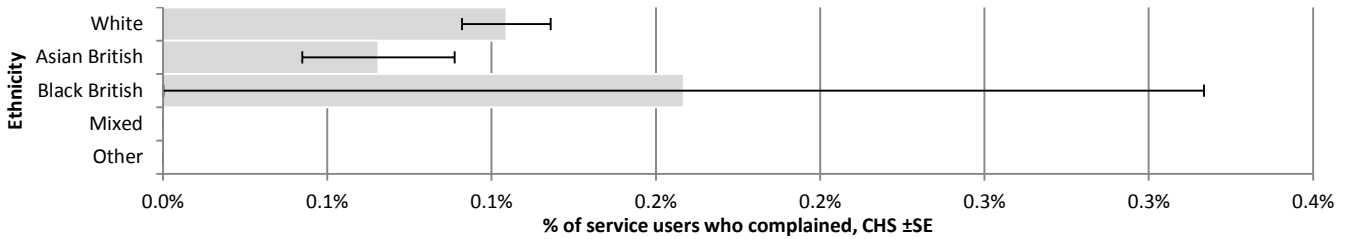
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- Within CHS, the incidence of complaint in 2019/20 amongst male service users of known age (0.09%, 34/37685) did not vary by age band. Meanwhile, the incidence of complaint amongst men in their fifties was lower in 2019/20 (0.04%, REDACTED) than in 2018/19 (0.17%, 10/5739). 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

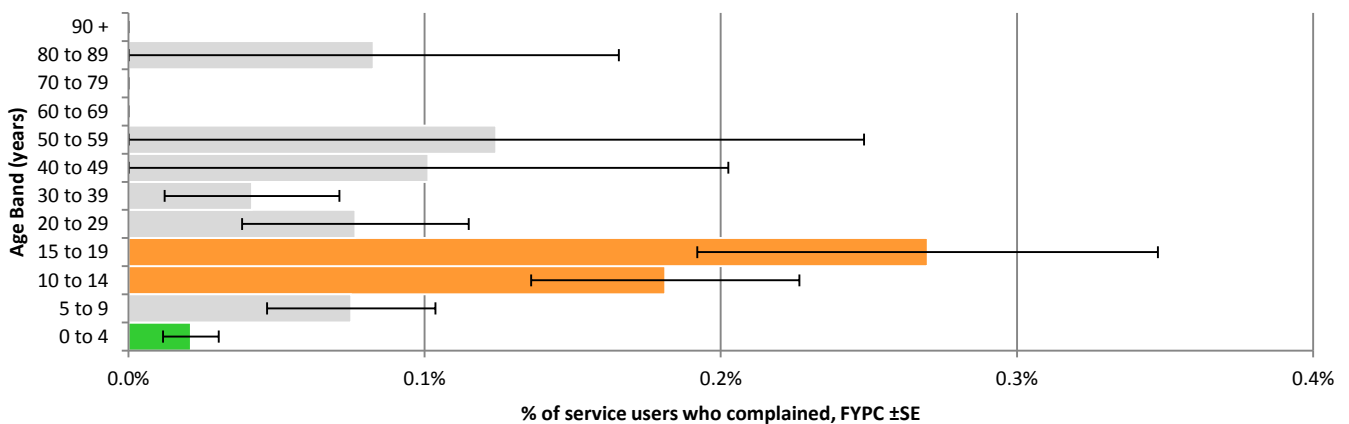
- Within CHS in 2019/20, the overall incidence of complaint amongst service users of known ethnicity (0.10%, 69/71870) did not vary significantly by ethnic group. The incidence of complaint amongst White service users in 2019/20 (0.10%, 60/57415) was lower than in 2018/19 (0.17%, 121/73030). Similarly, the incidence of complaint amongst Asian British service users in 2019/20 (0.07%, REDACTED) was lower than in 2018/19 (0.17%, 23/13554). Please refer to Table 19.



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

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

- Compared to the overall incidence of complaint in 2019/20 amongst people of known age in FYPC (0.08%, 49/61750), the incidences of complaint were higher amongst children aged 10 to 14 years old (0.18%, 16/8826) and amongst children and young people aged 15 to 19 years old (0.27%, 12/4447), whilst children under the age of five were less likely to raise a complaint or to have a complaint raised on their behalf (0.02%, REDACTED). Incidences of complaint have been elevated amongst children aged 10 to 14 years old and children and young people aged 15 to 19 years old since at least 2016/17. Please refer to Table 20.



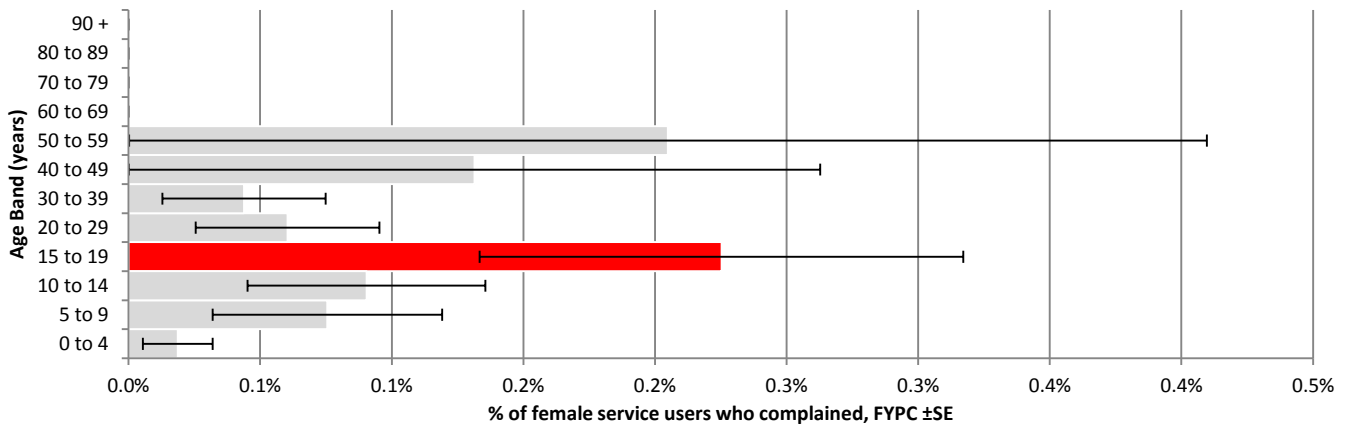
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- In terms of patterns by gender, the incidences of complaint were similar amongst female service users (0.06%, 22/34715) and male service users (0.10%, 27/27034). Please refer to Table 21.



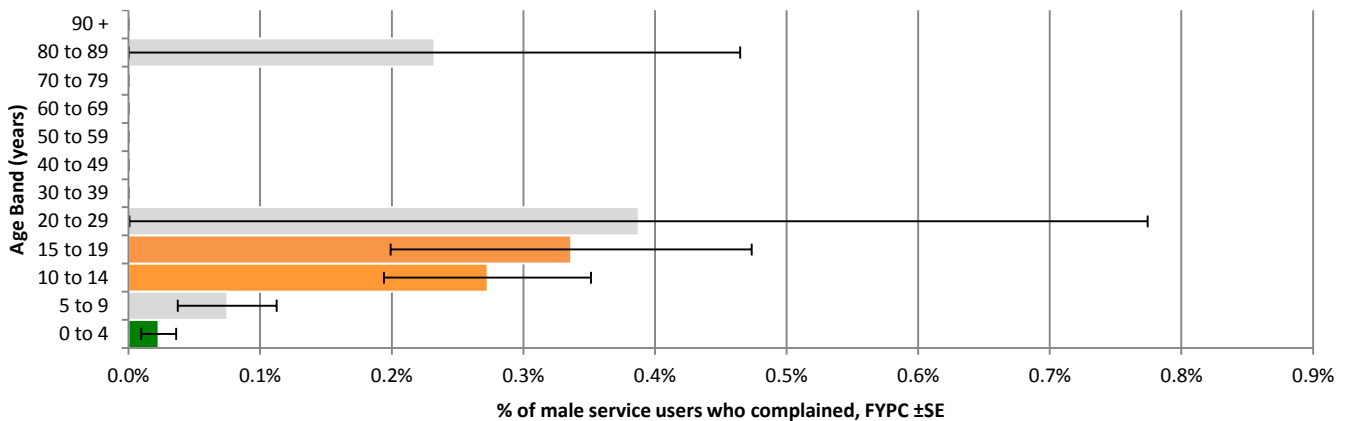
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- Compared to the overall incidence of complaint in 2019/20 amongst women and girls of known age in FYPC (0.06%, 22/34715), the incidence of complaint was higher for girls and young women aged 15 to 19 years old (0.23%, REDACTED). The incidence of complaint for girls and young women aged 15 to 19 years old has been elevated since 2017/18. Meanwhile, the incidence of complaint in 2019/20 amongst girls aged 10 to 14 years old (0.09%, REDACTED) was lower than in 2018/19 (0.27%, 17/6258). Please refer to Table 22.



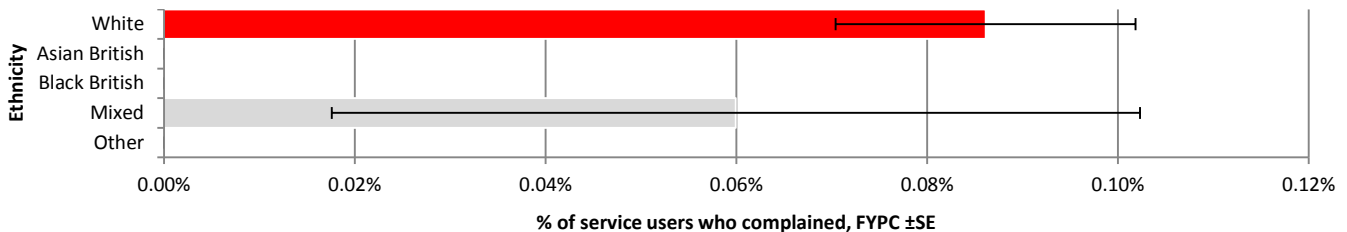
Compared to average: better to a ■ large, ■ medium, or ■ small degree; ■ equivalent; worse to a ■ small, ■ medium, or ■ large degree

- Compared to the overall incidence of complaint in 2019/20 amongst men and boys of known age in FYPC (0.10%, 27/27034), the incidences of complaint were higher amongst boys aged 10 to 14 years old (0.27%, 12/4400) and amongst boys and young men aged 15 to 19 years old (0.34%, REDACTED), whilst children under the age of five were less likely to raise a complaint or to have a complaint raised on their behalf (0.02%, REDACTED). Incidences of complaint have been elevated amongst boys aged 10 to 14 years old since 2018/19 and amongst boys and young men aged 15 to 19 years old since at least 2016/17. 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 2019/20, compared to the overall incidence of complaint amongst service users of known ethnicity (0.06%, 32/53666), the incidence of complaint was significantly higher amongst White service users (0.09%, 30/34825), with the incidence of complaint lower amongst BME service users (0.01%, REDACTED). The incidence of complaint amongst White service users has been elevated since at least 2016/17. Please refer to Table 24.



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 2019/20 financial year could reflect differences in satisfaction with services and differences in the services used, 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 28.4% complainants overall; consequently, findings relating to ethnicity may not be reliable.

2.7 Reasons for complaint

- Analysis was undertaken of the reason for complaint:
 - Access To Treatment Or Drugs
 - Admissions, Discharges And Transfers
 - Appointments
 - Clinical Treatment
 - Communications
 - Consent
 - End Of Life Care
 - Facilities
 - Patient Care
 - Prescribing
 - Privacy, Dignity And Wellbeing
 - Restraint
 - Trust Administration/Policies/Procedures
 - Values And Behaviours (Staff)
 - Waiting Time
 - Other

Each was broken down by the demographic profile of complainants and by 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 37).

3 Appendix: Methodology









3.1 The datasets

Data on complaints were taken from the Ulysses database for the period 1st April 2019 to 31st March 2020 and linked to demographic information held in the Trust's patient information systems. Archived information was also available on complaints from the 2016/17 financial year.

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 four-year period (2016/17 to 2019/20) 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 2019/20

Table 4: The incidence of complaint for LPT overall: all complainants by division and year 2016/17 to 2019/20

Division	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
LPT Overall	0.13% (346/275020)	0.14% (435/315609)	0.21% (481/232464)	0.15% (232/157023)	↑	↑	↓
AMH/LD Overall	0.75% (167/22289)	0.78% (186/23953)	0.75% (189/25250)	0.63% (98/15633)	–	–	–
CHS Overall	0.10% (108/108782)	0.13% (142/112637)	0.17% (171/102772)	0.09% (83/87743)	–	–	↓
FYPC Overall	0.04% (67/158860)	0.05% (101/196428)	0.10% (115/118632)	0.08% (49/61750)	↑	↑	–

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 2019/20

Table 5: The incidence of complaint for LPT overall: all complainants by age band and year 2016/17 to 2019/20

Age Band	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall of known age	0.12% (330/274997)	0.13% (420/315609)	0.21% (481/232464)	0.15% (230/157023)	↑	↑	↓
0 to 4	0.01% (REDACTED)	0.02% (13/58087)	0.05% (24/48454)	0.02% (REDACTED)	–	–	–
5 to 9	0.04% (REDACTED)	0.04% (13/35579)	0.09% (15/17180)	0.07% (REDACTED)	–	–	–
10 to 14	0.09% (20/22607)	0.09% (26/29468)	0.28% (39/14085)	0.17% (16/9395)	↑	↑	–
15 to 19	0.14% (25/17452)	0.21% (44/20520)	0.35% (38/11014)	0.26% (18/6937)	↑	–	–
20 to 29	0.15% (32/20723)	0.15% (43/28837)	0.32% (60/18872)	0.28% (37/13127)	↑	↑	–
30 to 39	0.15% (35/23560)	0.14% (43/31767)	0.23% (49/21429)	0.19% (25/13434)	–	–	–
40 to 49	0.41% (62/15275)	0.24% (44/18209)	0.38% (54/14399)	0.24% (27/11070)	–	–	–
50 to 59	0.22% (39/17372)	0.33% (61/18534)	0.31% (55/17771)	0.15% (22/14320)	–	↓	↓
60 to 69	0.13% (25/19191)	0.17% (34/19720)	0.23% (43/18565)	0.08% (12/15119)	–	–	↓
70 to 79	0.10% (22/22368)	0.13% (31/23064)	0.15% (33/21851)	0.13% (23/17855)	–	–	–
80 to 89	0.13% (29/22721)	0.23% (53/22630)	0.24% (49/20538)	0.17% (28/16285)	–	–	–
90 +	0.22% (21/9485)	0.16% (15/9194)	0.26% (22/8306)	0.16% (10/6201)	–	–	–

Table 6: The incidence of complaint for LPT overall: all complainants by gender and year 2016/17 to 2019/20

Gender	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall of known gender	0.12% (329/274951)	0.13% (425/315565)	0.21% (478/232449)	0.15% (230/157021)	↑	↑	↓
Females	0.10% (160/154331)	0.13% (234/182789)	0.20% (256/130923)	0.14% (126/87975)	↑	–	↓
Males	0.14% (169/120620)	0.14% (191/132776)	0.22% (222/101526)	0.15% (104/69046)	↑	–	↓

Table 7: The incidence of complaint for LPT overall: female complainants by age band and year 2016/17 to 2019/20

Age Band: Females	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall females of known age	0.10% (156/154331)	0.13% (229/182789)	0.20% (256/130923)	0.14% (126/87975)	↑	↑	↓
0 to 4	0.01% (REDACTED)	0.01% (REDACTED)	0.05% (REDACTED)	0.02% (REDACTED)	–	–	–
5 to 9	0.01% (REDACTED)	0.03% (REDACTED)	0.04% (REDACTED)	0.07% (REDACTED)	–	–	–
10 to 14	0.10% (REDACTED)	0.08% (13/15891)	0.28% (18/6529)	0.08% (REDACTED)	–	–	↓
15 to 19	0.13% (12/9031)	0.21% (23/11048)	0.39% (24/6083)	0.26% (10/3848)	↑	–	–
20 to 29	0.11% (17/15357)	0.13% (26/20556)	0.21% (29/13551)	0.23% (21/9025)	↑	↑	–
30 to 39	0.08% (14/18507)	0.08% (21/26229)	0.14% (22/16237)	0.16% (15/9270)	↑	↑	–
40 to 49	0.34% (32/9278)	0.22% (26/12023)	0.31% (27/8714)	0.23% (15/6445)	–	–	–
50 to 59	0.18% (18/9969)	0.36% (38/10567)	0.30% (31/10209)	0.16% (13/8212)	–	↓	–
60 to 69	0.10% (10/10185)	0.15% (16/10470)	0.27% (27/10045)	0.09% (7/8111)	–	–	↓
70 to 79	0.08% (10/11981)	0.14% (17/12260)	0.11% (13/11658)	0.10% (10/9574)	–	–	–
80 to 89	0.10% (13/13377)	0.21% (28/13279)	0.27% (32/11991)	0.22% (21/9685)	↑	–	–
90 +	0.24% (16/6573)	0.19% (REDACTED)	0.31% (18/5743)	0.12% (REDACTED)	–	–	↓

Table 8: The incidence of complaint for LPT overall: male complainants by age band and year 2016/17 to 2019/20

Age Band: Males	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall males of known age	0.14% (164/120620)	0.14% (187/132776)	0.22% (222/101526)	0.15% (103/69046)	↑	–	↓
0 to 4	0.01% (REDACTED)	0.03% (REDACTED)	0.04% (REDACTED)	0.02% (REDACTED)	–	–	–
5 to 9	0.07% (11/16049)	0.04% (REDACTED)	0.11% (11/9915)	0.07% (REDACTED)	–	–	–
10 to 14	0.07% (REDACTED)	0.10% (13/13576)	0.28% (21/7556)	0.26% (12/4685)	↑	↑	–
15 to 19	0.15% (13/8418)	0.20% (19/9467)	0.28% (14/4929)	0.26% (REDACTED)	–	–	–
20 to 29	0.26% (14/5357)	0.21% (17/8273)	0.58% (31/5316)	0.39% (16/4102)	–	↑	–
30 to 39	0.38% (19/5046)	0.40% (22/5534)	0.50% (26/5188)	0.24% (10/4164)	–	–	–
40 to 49	0.48% (29/5987)	0.29% (18/6177)	0.48% (27/5683)	0.24% (11/4625)	–	–	–
50 to 59	0.27% (20/7397)	0.28% (22/7960)	0.32% (24/7561)	0.15% (REDACTED)	–	–	–
60 to 69	0.16% (14/9005)	0.19% (18/9248)	0.19% (16/8520)	0.07% (REDACTED)	–	–	–
70 to 79	0.12% (12/10383)	0.13% (14/10802)	0.20% (20/10193)	0.16% (13/8281)	–	–	–
80 to 89	0.16% (15/9343)	0.26% (24/9350)	0.20% (17/8547)	0.11% (REDACTED)	–	↓	–
90 +	0.14% (REDACTED)	0.11% (REDACTED)	0.16% (REDACTED)	0.27% (REDACTED)	–	–	–

Table 9: The incidence of complaint for LPT overall: all complainants by ethnicity and year 2016/17 to 2019/20

Ethnicity	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall of known ethnicity	0.13% (258/206262)	0.13% (317/237353)	0.20% (384/195655)	0.13% (166/129374)	↑	–	↓
White	0.14% (218/150856)	0.16% (273/171942)	0.21% (307/144722)	0.15% (140/95274)	–	–	↓
Asian British	0.06% (26/40952)	0.07% (33/48310)	0.13% (48/37167)	0.06% (16/25681)	–	–	↓
Black British	0.24% (REDACTED)	0.12% (REDACTED)	0.40% (14/3536)	0.14% (REDACTED)	–	–	–
Mixed	0.06% (REDACTED)	0.03% (REDACTED)	0.20% (15/7475)	0.13% (REDACTED)	↑	↑	–
Other	0.07% (REDACTED)	0.11% (REDACTED)	0.00% (0/2755)	0.06% (REDACTED)	–	–	–

4.3 Incidence of complaint: AMH/LD by protected characteristics, 2016/17 to 2019/20

Table 10: The incidence of complaint for AMH/LD: all complainants by age band and year 2016/17 to 2019/20

Age Band	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall of known age	0.72% (160/22289)	0.75% (180/23953)	0.75% (189/25250)	0.62% (97/15633)	–	–	–
0 to 4	0.00% (REDACTED)	0.00% (REDACTED)	0.00% (0/19)	0.00% (REDACTED)	–	–	–
5 to 9	0.00% (0/15)	0.00% (0/16)	0.00% (0/18)	0.00% (REDACTED)	–	–	–
10 to 14	0.00% (0/42)	0.00% (0/145)	0.00% (0/165)	0.00% (0/298)	–	–	–
15 to 19	0.95% (REDACTED)	0.48% (REDACTED)	0.52% (REDACTED)	0.36% (REDACTED)	–	–	–
20 to 29	0.52% (26/5045)	0.65% (36/5552)	0.86% (52/6070)	0.70% (30/4304)	–	–	–
30 to 39	0.68% (31/4535)	0.75% (36/4773)	0.68% (36/5293)	0.55% (19/3434)	–	–	–
40 to 49	1.18% (54/4595)	0.90% (41/4553)	1.00% (47/4708)	0.82% (21/2573)	–	–	–
50 to 59	0.65% (27/4135)	1.00% (43/4313)	0.78% (35/4509)	0.76% (16/2103)	–	–	–
60 to 69	0.53% (12/2275)	0.65% (REDACTED)	0.48% (11/2302)	0.44% (REDACTED)	–	–	–
70 to 79	0.30% (REDACTED)	0.27% (REDACTED)	0.15% (REDACTED)	0.00% (0/273)	–	–	–
80 to 89	0.00% (0/124)	0.39% (REDACTED)	0.00% (0/120)	1.89% (REDACTED)	–	–	–
90 +	0.00% (REDACTED)	0.00% (0/61)	0.00% (REDACTED)	0.00% (REDACTED)	–	–	–

Table 11: The incidence of complaint for AMH/LD: all complainants by gender and year 2016/17 to 2019/20

Gender	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall of known gender	0.71% (158/22279)	0.76% (181/23948)	0.74% (188/25243)	0.63% (98/15632)	–	–	–
Females	0.66% (77/11612)	0.79% (100/12694)	0.74% (100/13491)	0.67% (56/8298)	–	–	–
Males	0.76% (81/10667)	0.72% (81/11254)	0.75% (88/11752)	0.57% (42/7334)	–	–	–

Table 12: The incidence of complaint for AMH/LD: female complainants by age band and year 2016/17 to 2019/20

Age Band: Females	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall females of known age	0.65% (75/11612)	0.78% (99/12694)	0.74% (100/13491)	0.67% (56/8298)	–	–	–
0 to 4	0.00% (REDACTED)	0.00% (REDACTED)	0.00% (0/12)	0.00% (REDACTED)	–	–	–
5 to 9	0.00% (REDACTED)	0.00% (REDACTED)	0.00% (0/11)	0.00% (REDACTED)	–	–	–
10 to 14	0.00% (0/14)	0.00% (0/80)	0.00% (0/108)	0.00% (0/187)	–	–	–
15 to 19	1.42% (REDACTED)	0.45% (REDACTED)	0.52% (REDACTED)	0.44% (REDACTED)	–	–	–
20 to 29	0.55% (14/2554)	0.72% (21/2915)	0.80% (26/3250)	0.76% (18/2354)	–	–	–
30 to 39	0.52% (12/2306)	0.69% (17/2478)	0.57% (16/2795)	0.59% (11/1856)	–	–	–
40 to 49	1.12% (27/2405)	1.00% (24/2400)	0.94% (23/2445)	0.86% (11/1286)	–	–	–
50 to 59	0.44% (10/2259)	1.08% (25/2313)	0.91% (22/2428)	0.82% (REDACTED)	–	–	–
60 to 69	0.42% (REDACTED)	0.65% (REDACTED)	0.65% (REDACTED)	0.69% (REDACTED)	–	–	–
70 to 79	0.29% (REDACTED)	0.26% (REDACTED)	0.28% (REDACTED)	0.00% (0/141)	–	–	–
80 to 89	0.00% (0/84)	0.00% (0/167)	0.00% (0/78)	0.00% (0/28)	–	–	–
90 +	0.00% (REDACTED)	0.00% (0/41)	0.00% (REDACTED)	0.00% (REDACTED)	–	–	–

Table 13: The incidence of complaint for AMH/LD: male complainants by age band and year 2016/17 to 2019/20

Age Band: Males	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall males of known age	0.75% (80/10667)	0.70% (79/11254)	0.75% (88/11752)	0.56% (41/7334)	–	–	–
0 to 4	0.00% (REDACTED)		0.00% (REDACTED)	0.00% (REDACTED)	–	–	–
5 to 9	0.00% (REDACTED)	0.00% (0/11)	0.00% (REDACTED)	0.00% (REDACTED)	–	–	–
10 to 14	0.00% (0/26)	0.00% (0/65)	0.00% (0/57)	0.00% (0/110)	–	–	–
15 to 19	0.48% (REDACTED)	0.35% (REDACTED)	0.51% (REDACTED)	0.26% (REDACTED)	–	–	–
20 to 29	0.48% (REDACTED)	0.57% (15/2637)	0.92% (26/2818)	0.62% (12/1950)	–	–	–
30 to 39	0.76% (17/2227)	0.83% (19/2292)	0.76% (19/2495)	0.51% (REDACTED)	–	–	–
40 to 49	1.19% (26/2189)	0.79% (17/2153)	1.06% (24/2262)	0.78% (10/1287)	–	–	–
50 to 59	0.85% (16/1874)	0.85% (17/1999)	0.63% (REDACTED)	0.69% (REDACTED)	–	–	–
60 to 69	0.56% (REDACTED)	0.65% (REDACTED)	0.28% (REDACTED)	0.21% (REDACTED)	–	–	–
70 to 79	0.31% (REDACTED)	0.29% (REDACTED)	0.00% (0/327)	0.00% (0/132)	–	–	–
80 to 89	0.00% (0/40)	1.10% (REDACTED)	0.00% (0/42)	4.00% (REDACTED)	–	–	–
90 +		0.00% (0/20)	0.00% (REDACTED)	0.00% (REDACTED)	–	–	–

Table 14: The incidence of complaint for AMH/LD: all complainants by ethnicity and year 2016/17 to 2019/20

Ethnicity	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall of known ethnicity	0.75% (127/17023)	0.78% (134/17207)	0.75% (140/18611)	0.56% (64/11345)	–	–	–
White	0.75% (102/13666)	0.81% (113/13895)	0.72% (108/14958)	0.54% (49/9088)	–	↓	–
Asian British	0.68% (15/2217)	0.68% (REDACTED)	0.71% (17/2400)	0.58% (REDACTED)	–	–	–
Black British	1.14% (REDACTED)	0.43% (REDACTED)	1.71% (REDACTED)	0.53% (REDACTED)	–	–	–
Mixed	0.77% (REDACTED)	0.50% (REDACTED)	1.23% (REDACTED)	1.19% (REDACTED)	–	–	–
Other	0.45% (REDACTED)	0.85% (REDACTED)	0.00% (0/240)	0.63% (REDACTED)	–	–	–

4.4 Incidence of complaint: CHS by protected characteristics, 2016/17 to 2019/20

Table 15: The incidence of complaint for CHS: all complainants by age band and year 2016/17 to 2019/20

Age Band	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall of known age	0.09% (102/108760)	0.12% (137/112637)	0.17% (171/102772)	0.09% (82/87743)	–	–	↓
0 to 4	0.00% (0/112)	0.79% (REDACTED)	2.00% (REDACTED)	0.00% (0/49)	–	–	–
5 to 9	0.00% (0/268)	0.00% (0/289)	0.00% (0/230)	0.00% (0/186)	–	–	–
10 to 14	0.13% (REDACTED)	0.00% (0/810)	0.00% (0/736)	0.00% (0/637)	–	–	–
15 to 19	0.00% (0/1709)	0.18% (REDACTED)	0.07% (REDACTED)	0.00% (0/1580)	–	–	–
20 to 29	0.05% (REDACTED)	0.05% (REDACTED)	0.08% (REDACTED)	0.06% (REDACTED)	–	–	–
30 to 39	0.03% (REDACTED)	0.00% (0/7405)	0.17% (11/6563)	0.06% (REDACTED)	–	–	–
40 to 49	0.04% (REDACTED)	0.02% (REDACTED)	0.06% (REDACTED)	0.05% (REDACTED)	–	–	–
50 to 59	0.08% (11/13487)	0.10% (14/14537)	0.13% (18/13598)	0.04% (REDACTED)	–	–	↓
60 to 69	0.08% (13/17162)	0.11% (19/17725)	0.18% (29/16485)	0.06% (REDACTED)	–	–	↓
70 to 79	0.09% (20/21727)	0.13% (29/22441)	0.15% (32/21166)	0.13% (22/17522)	–	–	–
80 to 89	0.12% (28/22572)	0.23% (52/22487)	0.24% (49/20346)	0.16% (26/16110)	–	–	–
90 +	0.21% (20/9449)	0.15% (REDACTED)	0.25% (21/8242)	0.16% (10/6142)	–	–	–

Table 16: The incidence of complaint for CHS: all complainants by gender and year 2016/17 to 2019/20

Gender	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall of known gender	0.09% (103/108728)	0.12% (138/112607)	0.17% (170/102768)	0.09% (82/87743)	–	–	↓
Females	0.09% (55/61488)	0.12% (78/63406)	0.16% (95/58499)	0.10% (48/50058)	–	–	↓
Males	0.10% (48/47240)	0.12% (60/49201)	0.17% (75/44269)	0.09% (34/37685)	–	–	↓

Table 17: The incidence of complaint for CHS: female complainants by age band and year 2016/17 to 2019/20

Age Band: Females	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall females of known age	0.09% (53/61488)	0.12% (77/63406)	0.16% (95/58499)	0.10% (48/50058)	–	–	↓
0 to 4	0.00% (0/48)	0.00% (0/52)	0.00% (0/28)	0.00% (0/23)	–	–	–
5 to 9	0.00% (0/145)	0.00% (0/153)	0.00% (0/121)	0.00% (0/98)	–	–	–
10 to 14	0.25% (REDACTED)	0.00% (0/406)	0.00% (0/363)	0.00% (0/319)	–	–	–
15 to 19	0.00% (0/802)	0.25% (REDACTED)	0.14% (REDACTED)	0.00% (0/749)	–	–	–
20 to 29	0.04% (REDACTED)	0.06% (REDACTED)	0.00% (0/2730)	0.00% (0/2520)	–	–	–
30 to 39	0.03% (REDACTED)	0.00% (0/4116)	0.13% (REDACTED)	0.06% (REDACTED)	–	–	–
40 to 49	0.04% (REDACTED)	0.02% (REDACTED)	0.06% (REDACTED)	0.06% (REDACTED)	–	–	–
50 to 59	0.09% (REDACTED)	0.11% (REDACTED)	0.10% (REDACTED)	0.04% (REDACTED)	–	–	–
60 to 69	0.06% (REDACTED)	0.09% (REDACTED)	0.19% (17/8838)	0.05% (REDACTED)	–	–	↓
70 to 79	0.08% (REDACTED)	0.13% (16/11892)	0.11% (12/11261)	0.11% (10/9394)	–	–	–
80 to 89	0.09% (12/13278)	0.21% (28/13189)	0.27% (32/11873)	0.22% (21/9560)	↑	–	–
90 +	0.23% (15/6543)	0.17% (11/6330)	0.30% (17/5698)	0.12% (REDACTED)	–	–	–

Table 18: The incidence of complaint for CHS: male complainants by age band and year 2016/17 to 2019/20

Age Band: Males	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall males of known age	0.10% (46/47240)	0.12% (59/49201)	0.17% (75/44269)	0.09% (34/37685)	–	–	↓
0 to 4	0.00% (0/64)	1.35% (REDACTED)	0.00% (0/22)	0.00% (0/26)	–	–	–
5 to 9	0.00% (0/123)	0.00% (0/136)	0.00% (0/109)	0.00% (0/88)	–	–	–
10 to 14	0.00% (0/356)	0.00% (0/404)	0.00% (0/373)	0.00% (0/318)	–	–	–
15 to 19	0.00% (0/907)	0.11% (REDACTED)	0.00% (0/806)	0.00% (0/831)	–	–	–
20 to 29	0.04% (REDACTED)	0.03% (REDACTED)	0.17% (REDACTED)	0.14% (REDACTED)	–	–	–
30 to 39	0.03% (REDACTED)	0.00% (0/3288)	0.22% (REDACTED)	0.08% (REDACTED)	–	–	–
40 to 49	0.05% (REDACTED)	0.02% (REDACTED)	0.06% (REDACTED)	0.03% (REDACTED)	–	–	–
50 to 59	0.07% (REDACTED)	0.08% (REDACTED)	0.17% (10/5739)	0.04% (REDACTED)	–	–	↓
60 to 69	0.10% (REDACTED)	0.13% (11/8403)	0.16% (12/7647)	0.06% (REDACTED)	–	–	–
70 to 79	0.11% (11/10110)	0.12% (13/10547)	0.20% (20/9905)	0.15% (12/8128)	–	–	–
80 to 89	0.16% (15/9293)	0.25% (23/9297)	0.20% (17/8473)	0.08% (REDACTED)	–	↓	–
90 +	0.14% (REDACTED)	0.11% (REDACTED)	0.16% (REDACTED)	0.27% (REDACTED)	–	–	–

Table 19: The incidence of complaint for CHS: all complainants by ethnicity and year 2016/17 to 2019/20

Ethnicity	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall of known ethnicity	0.10% (89/88424)	0.12% (118/95938)	0.17% (150/89441)	0.10% (69/71870)	–	–	↓
White	0.11% (78/72799)	0.13% (104/77947)	0.17% (121/73030)	0.10% (REDACTED)	–	–	↓
Asian British	0.06% (REDACTED)	0.09% (14/14853)	0.17% (REDACTED)	0.07% (REDACTED)	–	–	↓
Black British	0.09% (REDACTED)	0.00% (0/1311)	0.38% (REDACTED)	0.16% (REDACTED)	–	–	–
Mixed	0.10% (REDACTED)	0.00% (0/1246)	0.16% (REDACTED)	0.00% (0/1169)	–	–	–
Other	0.21% (REDACTED)	0.00% (0/581)	0.00% (0/555)	0.00% (0/450)	–	–	–

4.5 Incidence of complaint: FYPC by protected characteristics, 2016/17 to 2019/20

Table 20: The incidence of complaint for FYPC: all complainants by age band and year 2016/17 to 2019/20

Age Band	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall of known age	0.04% (67/158859)	0.05% (99/196428)	0.10% (115/118632)	0.08% (49/61750)	↑	↑	–
0 to 4	0.01% (REDACTED)	0.02% (12/58056)	0.05% (23/48433)	0.02% (REDACTED)	–	–	–
5 to 9	0.04% (12/29128)	0.04% (13/35450)	0.09% (15/17012)	0.08% (REDACTED)	–	–	–
10 to 14	0.09% (19/22174)	0.09% (26/29102)	0.28% (38/13555)	0.18% (16/8826)	↑	↑	–
15 to 19	0.11% (17/15949)	0.18% (35/19091)	0.31% (29/9231)	0.27% (12/4447)	↑	–	–
20 to 29	0.02% (REDACTED)	0.01% (REDACTED)	0.02% (REDACTED)	0.08% (REDACTED)	–	↑	–
30 to 39	0.01% (REDACTED)	0.02% (REDACTED)	0.02% (REDACTED)	0.04% (REDACTED)	–	–	–
40 to 49	0.10% (REDACTED)	0.02% (REDACTED)	0.08% (REDACTED)	0.10% (REDACTED)	–	–	–
50 to 59	0.06% (REDACTED)	0.19% (REDACTED)	0.13% (REDACTED)	0.12% (REDACTED)	–	–	–
60 to 69	0.00% (0/1509)	0.00% (0/1547)	0.07% (REDACTED)	0.00% (0/778)	–	–	–
70 to 79	0.00% (0/1432)	0.00% (0/1400)	0.00% (0/1411)	0.00% (0/965)	–	–	–
80 to 89	0.07% (REDACTED)	0.00% (0/1431)	0.00% (0/1476)	0.08% (REDACTED)	–	–	–
90 +	0.12% (REDACTED)	0.13% (REDACTED)	0.13% (REDACTED)	0.00% (0/635)	–	–	–

Table 21: The incidence of complaint for FYPC: all complainants by gender and year 2016/17 to 2019/20

Gender	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall of known gender	0.04% (65/158855)	0.05% (100/196418)	0.10% (114/118628)	0.08% (49/61749)	↑	↑	–
Females	0.03% (28/90711)	0.04% (53/118059)	0.08% (57/68226)	0.06% (22/34715)	↑	↑	–
Males	0.05% (37/68144)	0.06% (47/78359)	0.11% (57/50402)	0.10% (27/27034)	↑	↑	–

Table 22: The incidence of complaint for FYPC: female complainants by age band and year 2016/17 to 2019/20

Age Band: Females	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall females of known age	0.03% (28/90711)	0.04% (52/118059)	0.08% (57/68226)	0.06% (22/34715)	↑	↑	–
0 to 4	0.01% (REDACTED)	0.01% (REDACTED)	0.05% (12/22885)	0.02% (REDACTED)	–	–	–
5 to 9	0.01% (REDACTED)	0.03% (REDACTED)	0.04% (REDACTED)	0.08% (REDACTED)	–	–	–
10 to 14	0.09% (REDACTED)	0.08% (13/15736)	0.27% (17/6258)	0.09% (REDACTED)	–	–	↓
15 to 19	0.07% (REDACTED)	0.17% (18/10351)	0.34% (18/5238)	0.23% (REDACTED)	↑	–	–
20 to 29	0.02% (REDACTED)	0.02% (REDACTED)	0.02% (REDACTED)	0.06% (REDACTED)	–	–	–
30 to 39	0.01% (REDACTED)	0.02% (REDACTED)	0.01% (REDACTED)	0.04% (REDACTED)	–	–	–
40 to 49	0.12% (REDACTED)	0.02% (REDACTED)	0.05% (REDACTED)	0.13% (REDACTED)	–	–	–
50 to 59	0.10% (REDACTED)	0.28% (REDACTED)	0.10% (REDACTED)	0.20% (REDACTED)	–	–	–
60 to 69	0.00% (0/898)	0.00% (0/935)	0.11% (REDACTED)	0.00% (0/443)	–	–	–
70 to 79	0.00% (0/813)	0.00% (0/805)	0.00% (0/807)	0.00% (0/509)	–	–	–
80 to 89	0.11% (REDACTED)	0.00% (0/886)	0.00% (0/933)	0.00% (0/778)	–	–	–
90 +	0.17% (REDACTED)	0.18% (REDACTED)	0.17% (REDACTED)	0.00% (0/478)	–	–	–

Table 23: The incidence of complaint for FYPC: male complainants by age band and year 2016/17 to 2019/20

Age Band: Males	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall males of known age	0.05% (37/68144)	0.06% (46/78359)	0.11% (57/50402)	0.10% (27/27034)	↑	↑	–
0 to 4	0.01% (REDACTED)	0.03% (REDACTED)	0.04% (11/25547)	0.02% (REDACTED)	–	–	–
5 to 9	0.07% (11/15989)	0.04% (REDACTED)	0.11% (REDACTED)	0.07% (REDACTED)	–	–	–
10 to 14	0.08% (REDACTED)	0.10% (13/13365)	0.29% (21/7297)	0.27% (12/4400)	↑	↑	–
15 to 19	0.14% (11/7609)	0.18% (16/8736)	0.28% (11/3991)	0.34% (REDACTED)	–	–	–
20 to 29	0.14% (REDACTED)	0.00% (0/3487)	0.00% (0/601)	0.39% (REDACTED)	–	↑	–
30 to 39	0.28% (REDACTED)	0.26% (REDACTED)	0.29% (REDACTED)	0.00% (0/240)	–	–	–
40 to 49	0.00% (0/405)	0.00% (0/423)	0.27% (REDACTED)	0.00% (0/226)	–	–	–
50 to 59	0.00% (0/538)	0.00% (0/513)	0.20% (REDACTED)	0.00% (0/317)	–	–	–
60 to 69	0.00% (0/611)	0.00% (0/612)	0.00% (0/575)	0.00% (0/335)	–	–	–
70 to 79	0.00% (0/619)	0.00% (0/595)	0.00% (0/604)	0.00% (0/456)	–	–	–
80 to 89	0.00% (0/550)	0.00% (0/545)	0.00% (0/543)	0.23% (REDACTED)	–	–	–
90 +	0.00% (0/220)	0.00% (0/207)	0.00% (0/188)	0.00% (0/157)	–	–	–

Table 24: The incidence of complaint for FYPC: all complainants by ethnicity and year 2016/17 to 2019/20

Ethnicity	Financial year				Trends over time		
	16/17	17/18	18/19	19/20	Four-year trend 16/17 to 19/20	Three-year trend 17/18 to 19/20	Two-year trend 18/19 to 19/20
Overall of known ethnicity	0.04% (41/114606)	0.05% (65/139247)	0.09% (91/100930)	0.06% (32/53666)	↑	↑	–
White	0.05% (REDACTED)	0.06% (REDACTED)	0.11% (75/67496)	0.09% (REDACTED)	↑	↑	–
Asian British	0.01% (REDACTED)	0.01% (REDACTED)	0.03% (REDACTED)	0.00% (0/13167)	–	–	↓
Black British	0.00% (0/1556)	0.10% (REDACTED)	0.05% (REDACTED)	0.00% (0/1281)	–	–	–
Mixed	0.01% (REDACTED)	0.01% (REDACTED)	0.12% (REDACTED)	0.06% (REDACTED)	–	–	–
Other	0.00% (0/2441)	0.07% (REDACTED)	0.00% (0/2077)	0.00% (0/1057)	–	–	–

4.6 Subject of complaints: LPT overall

Table 25: Complaints by complaint type and area across LPT, 2019/20

Complaint Category	Area [†]					Total Known	Not Known [‡]	Grand Total
	Adult Mental Health / Learning Disabilities	Community Health Services	Families Young People And Children	Deputy Chief Nurse				
Overall	42.4%	35.6%	R%	R%	R%	236	0.0%	236
Access To Treatment Or Drugs	R%	R%	R%	0.0%	0.0%	10	0.0%	10
Admissions, Discharges And Transfers	R%	R%	R%	0.0%	0.0%	21	0.0%	21
Appointments	46.2%	R%	R%	0.0%	0.0%	26	0.0%	26
Clinical Treatment	R%	56.7%	R%	0.0%	0.0%	30	0.0%	30
Communications	37.5%	R%	R%	R%	R%	32	0.0%	32
Consent	0.0%	0.0%	R%	0.0%	0.0%	R	0.0%	R
End Of Life Care	0.0%	R%	0.0%	0.0%	0.0%	R	0.0%	R
Facilities	0.0%	R%	0.0%	0.0%	0.0%	R	0.0%	R
Patient Care	R%	47.1%	R%	0.0%	0.0%	34	0.0%	34
Prescribing	R%	R%	R%	0.0%	0.0%	11	0.0%	11
Privacy, Dignity And Wellbeing	R%	R%	0.0%	R%	R%	R	0.0%	R
Restraint	R%	0.0%	R%	0.0%	0.0%	R	0.0%	R
Trust Administration/Policies/Procedures	R%	R%	R%	0.0%	0.0%	12	0.0%	12
Values And Behaviours (Staff)	52.6%	R%	R%	0.0%	0.0%	38	0.0%	38
Waiting Time	R%	R%	R%	0.0%	0.0%	R	0.0%	R
Other	R%	R%	0.0%	0.0%	0.0%	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, 2019/20

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	13.7%	22.2%	23.1%	19.7%	21.4%	234	0.8%	236
Access To Treatment Or Drugs	R%	R%	R%	0.0%	R%	10	0.0%	10
Admissions, Discharges And Transfers	R%	R%	R%	R%	R%	21	0.0%	21
Appointments	R%	R%	R%	R%	R%	26	0.0%	26
Clinical Treatment	R%	R%	R%	40.0%	R%	30	0.0%	30
Communications	R%	R%	R%	R%	R%	31	3.1%	32
Consent	R%	0.0%	0.0%	0.0%	0.0%	R	0.0%	R
End Of Life Care	0.0%	0.0%	0.0%	R%	R%	R	0.0%	R
Facilities	0.0%	0.0%	0.0%	0.0%	R%	R	0.0%	R
Patient Care	R%	R%	R%	R%	32.4%	34	0.0%	34
Prescribing	R%	R%	R%	R%	R%	11	0.0%	11
Privacy, Dignity And Wellbeing	0.0%	R%	R%	R%	R%	R	12.5%	R
Restraint	R%	R%	0.0%	0.0%	0.0%	R	0.0%	R
Trust Administration/Policies/Procedures	R%	R%	R%	R%	R%	12	0.0%	12
Values And Behaviours (Staff)	R%	31.6%	R%	R%	R%	38	0.0%	38
Waiting Time	R%	R%	R%	0.0%	0.0%	R	0.0%	R
Other	0.0%	0.0%	0.0%	R%	0.0%	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, 2019/20

Complaint Category	Ethnicity†		Total Known	Not Known‡	Grand Total
	White	BME			
Overall	84.5%	15.5%	168	28.8%	236
Access To Treatment Or Drugs	R%	R%	R	R%	10
Admissions, Discharges And Transfers	R%	R%	18	14.3%	21
Appointments	R%	R%	19	26.9%	26
Clinical Treatment	R%	R%	22	26.7%	30
Communications	R%	R%	22	31.3%	32
Consent	R%	R%	R	50.0%	R
End Of Life Care	R%	R%	R	0.0%	R
Facilities	R%	R%	R	0.0%	R
Patient Care	R%	R%	24	29.4%	34
Prescribing	R%	R%	R	R%	11
Privacy, Dignity And Wellbeing	R%	R%	R	37.5%	R
Restraint	-	-	0	100.0%	R
Trust Administration/Policies/Procedures	R%	R%	11	8.3%	12
Values And Behaviours (Staff)	R%	R%	26	31.6%	38
Waiting Time	R%	R%	R	50.0%	R
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 28: Complaints by complaint type and gender across LPT, 2019/20

Complaint Category	Gender†		Total Known	Not Known‡	Grand Total
	Female	Male			
Overall	55.1%	44.9%	234	0.8%	236
Access To Treatment Or Drugs	R%	R%	10	0.0%	10
Admissions, Discharges And Transfers	R%	R%	21	0.0%	21
Appointments	53.8%	46.2%	26	0.0%	26
Clinical Treatment	63.3%	36.7%	30	0.0%	30
Communications	65.6%	34.4%	32	0.0%	32
Consent	R%	R%	R	0.0%	R
End Of Life Care	R%	R%	R	0.0%	R
Facilities	R%	R%	R	0.0%	R
Patient Care	50.0%	50.0%	34	0.0%	34
Prescribing	R%	R%	11	0.0%	11
Privacy, Dignity And Wellbeing	R%	R%	R	R%	R
Restraint	R%	R%	R	0.0%	R
Trust Administration/Policies/Procedures	R%	R%	12	0.0%	12
Values And Behaviours (Staff)	31.6%	68.4%	38	0.0%	38
Waiting Time	R%	R%	R	0.0%	R
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

4.7 Subject of complaints: AMH/LD

Table 29: Complaints by complaint type and age group within AMH/LD, 2019/20

Complaint Category	Age Band (years) [†]				Total Known	Not Known [‡]	Grand Total
	16 to 29	30 to 49	50 to 74	75 and over			
Overall	37.4%	41.4%	R%	R%	99	1.0%	100
Access To Treatment Or Drugs	R%	R%	0.0%	0.0%	R	0.0%	R
Admissions, Discharges And Transfers	R%	R%	R%	0.0%	10	0.0%	10
Appointments	R%	R%	R%	R%	12	0.0%	12
Clinical Treatment	R%	R%	R%	0.0%	R	0.0%	R
Communications	R%	R%	R%	0.0%	11	8.3%	12
Patient Care	R%	R%	R%	0.0%	12	0.0%	12
Prescribing	R%	R%	0.0%	0.0%	R	0.0%	R
Privacy, Dignity And Wellbeing	R%	R%	R%	0.0%	R	0.0%	R
Restraint	R%	0.0%	0.0%	0.0%	R	0.0%	R
Trust Administration/Policies/Procedures	R%	R%	R%	0.0%	R	0.0%	R
Values And Behaviours (Staff)	R%	R%	R%	0.0%	20	0.0%	20
Waiting Time	R%	R%	0.0%	0.0%	R	0.0%	R
Other	0.0%	0.0%	R%	0.0%	R	0.0%	R

[†] percentage calculated by row out of Total Known

[‡] percentage calculated by row out of Grand Total

R – Redacted

Table 30: Complaints by complaint type and ethnicity within AMH/LD, 2019/20

Complaint Category	Ethnicity [†]		Total Known	Not Known [‡]	Grand Total
	White	BME			
Overall	76.9%	23.1%	65	35.0%	100
Access To Treatment Or Drugs	R%	R%	R	50.0%	R
Admissions, Discharges And Transfers	R%	R%	R	R%	10
Appointments	R%	R%	R	R%	12
Clinical Treatment	R%	R%	R	33.3%	R
Communications	R%	R%	R	R%	12
Patient Care	R%	R%	R	R%	12
Prescribing	R%	R%	R	66.7%	R
Privacy, Dignity And Wellbeing	R%	R%	R	20.0%	R
Restraint	-	-	0	100.0%	R
Trust Administration/Policies/Procedures	R%	R%	R	12.5%	R
Values And Behaviours (Staff)	R%	R%	14	30.0%	20
Waiting Time	R%	R%	R	50.0%	R
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 31: Complaints by complaint type and gender within AMH/LD, 2019/20

Complaint Category	Gender†		Total Known	Not Known‡	Grand Total
	Female	Male			
Overall	57.0%	43.0%	100	0.0%	100
Access To Treatment Or Drugs	R%	R%	R	0.0%	R
Admissions, Discharges And Transfers	R%	R%	10	0.0%	10
Appointments	R%	R%	12	0.0%	12
Clinical Treatment	R%	R%	R	0.0%	R
Communications	R%	R%	12	0.0%	12
Patient Care	R%	R%	12	0.0%	12
Prescribing	R%	R%	R	0.0%	R
Privacy, Dignity And Wellbeing	R%	R%	R	0.0%	R
Restraint	R%	R%	R	0.0%	R
Trust Administration/Policies/Procedures	R%	R%	R	0.0%	R
Values And Behaviours (Staff)	R%	R%	20	0.0%	20
Waiting Time	R%	R%	R	0.0%	R
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

4.8 Subject of complaints: CHS

Table 32: Complaints by complaint type and age group within CHS, 2019/20

Complaint Category	Age Band (years) [†]				Total Known	Not Known [‡]	Grand Total
	16 to 29	30 to 49	50 to 74	75 and over			
Overall	R%	R%	30.1%	56.6%	83	1.2%	84
Access To Treatment Or Drugs	0.0%	0.0%	R%	R%	R	0.0%	R
Admissions, Discharges And Transfers	0.0%	R%	R%	R%	R	0.0%	R
Appointments	R%	R%	R%	R%	R	0.0%	R
Clinical Treatment	R%	R%	R%	R%	17	0.0%	17
Communications	0.0%	0.0%	R%	R%	11	0.0%	11
End Of Life Care	0.0%	0.0%	R%	R%	R	0.0%	R
Facilities	0.0%	0.0%	R%	R%	R	0.0%	R
Patient Care	0.0%	R%	R%	R%	16	0.0%	16
Prescribing	0.0%	0.0%	R%	R%	R	0.0%	R
Privacy, Dignity And Wellbeing	0.0%	0.0%	R%	R%	R	50.0%	R
Trust Administration/Policies/Procedures	0.0%	0.0%	R%	R%	R	0.0%	R
Values And Behaviours (Staff)	0.0%	R%	R%	R%	R	0.0%	R
Waiting Time	0.0%	R%	R%	0.0%	R	0.0%	R
Other	0.0%	0.0%	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 33: Complaints by complaint type and ethnicity within CHS, 2019/20

Complaint Category	Ethnicity†		Total Known	Not Known‡	Grand Total
	White	BME			
Overall	R%	R%	70	16.7%	84
Access To Treatment Or Drugs	R%	R%	R	50.0%	R
Admissions, Discharges And Transfers	R%	R%	R	0.0%	R
Appointments	R%	R%	R	22.2%	R
Clinical Treatment	R%	R%	15	11.8%	17
Communications	R%	R%	R	R%	11
End Of Life Care	R%	R%	R	0.0%	R
Facilities	R%	R%	R	0.0%	R
Patient Care	R%	R%	14	12.5%	16
Prescribing	R%	R%	R	33.3%	R
Privacy, Dignity And Wellbeing	R%	R%	R	50.0%	R
Trust Administration/Policies/Procedures	R%	R%	R	0.0%	R
Values And Behaviours (Staff)	R%	R%	R	22.2%	R
Waiting Time	-	-	0	100.0%	R
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 34: Complaints by complaint type and gender within CHS, 2019/20

Complaint Category	Gender†		Total Known	Not Known‡	Grand Total
	Female	Male			
Overall	59.0%	41.0%	83	1.2%	84
Access To Treatment Or Drugs	R%	R%	R	0.0%	R
Admissions, Discharges And Transfers	R%	R%	R	0.0%	R
Appointments	R%	R%	R	0.0%	R
Clinical Treatment	R%	R%	17	0.0%	17
Communications	R%	R%	11	0.0%	11
End Of Life Care	R%	R%	R	0.0%	R
Facilities	R%	R%	R	0.0%	R
Patient Care	R%	R%	16	0.0%	16
Prescribing	R%	R%	R	0.0%	R
Privacy, Dignity And Wellbeing	R%	R%	R	50.0%	R
Trust Administration/Policies/Procedures	R%	R%	R	0.0%	R
Values And Behaviours (Staff)	R%	R%	R	0.0%	R
Waiting Time	R%	R%	R	0.0%	R
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 35: Complaints by complaint type and age group within FYPC, 2019/20

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	64.0%	24.0%	R%	R%	R%	50	0.0%	50	
Access To Treatment Or Drugs	R%	R%	R%	0.0%	0.0%	R	0.0%	R	
Admissions, Discharges And Transfers	R%	R%	0.0%	0.0%	0.0%	R	0.0%	R	
Appointments	R%	R%	0.0%	0.0%	0.0%	R	0.0%	R	
Clinical Treatment	R%	R%	R%	0.0%	0.0%	R	0.0%	R	
Communications	R%	R%	R%	R%	0.0%	R	0.0%	R	
Consent	R%	R%	0.0%	0.0%	0.0%	R	0.0%	R	
Patient Care	R%	R%	0.0%	0.0%	R%	R	0.0%	R	
Prescribing	R%	R%	0.0%	0.0%	0.0%	R	0.0%	R	
Restraint	R%	R%	0.0%	0.0%	0.0%	R	0.0%	R	
Trust Administration/Policies/Procedures	R%	R%	0.0%	0.0%	0.0%	R	0.0%	R	
Values And Behaviours (Staff)	R%	R%	0.0%	0.0%	0.0%	R	0.0%	R	
Waiting Time	R%	R%	0.0%	0.0%	0.0%	R	0.0%	R	

[†] percentage calculated by row out of Total Known

[‡] percentage calculated by row out of Grand Total

R – Redacted

Table 36: Complaints by complaint type and ethnicity within FYPC, 2019/20

Complaint Category	Ethnicity [†]		Total Known	Not Known [‡]	Grand Total
	White	BME			
Overall	R%	R%	32	36.0%	50
Access To Treatment Or Drugs	R%	R%	R	16.7%	R
Admissions, Discharges And Transfers	R%	R%	R	25.0%	R
Appointments	R%	R%	R	0.0%	R
Clinical Treatment	R%	R%	R	75.0%	R
Communications	R%	R%	R	37.5%	R
Consent	R%	R%	R	50.0%	R
Patient Care	R%	R%	R	50.0%	R
Prescribing	R%	R%	R	50.0%	R
Restraint	-	-	R	100.0%	R
Trust Administration/Policies/Procedures	R%	R%	R	0.0%	R
Values And Behaviours (Staff)	R%	R%	R	44.4%	R
Waiting Time	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 FYPC, 2019/20

Complaint Category	Gender†		Total Known	Not Known‡	Grand Total
	Female	Male			
Overall	46.0%	54.0%	50	0.0%	50
Access To Treatment Or Drugs	R%	R%	R	0.0%	R
Admissions, Discharges And Transfers	R%	R%	R	0.0%	R
Appointments	R%	R%	R	0.0%	R
Clinical Treatment	R%	R%	R	0.0%	R
Communications	R%	R%	R	0.0%	R
Consent	R%	R%	R	0.0%	R
Patient Care	R%	R%	R	0.0%	R
Prescribing	R%	R%	R	0.0%	R
Restraint	R%	R%	R	0.0%	R
Trust Administration/Policies/Procedures	R%	R%	R	0.0%	R
Values And Behaviours (Staff)	R%	R%	R	0.0%	R
Waiting Time	R%	R%	R	0.0%	R

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total

R – Redacted