

Board Administration

NHS Greater Glasgow and Clyde
Corporate HQ
J B Russell House
Gartnavel Royal Hospital
Campus
1055 Great Western Road
GLASGOW
G12 0XH



Telephone: 0141 201 4460

Mr Albert Prince

[request-574775-
678dca73@whatdotheyknow.com](mailto:request-574775-678dca73@whatdotheyknow.com)
sent by email

Date	5th June 2019
Your Ref	
Our Ref	BRD / RG8 / FOI 15006
Direct Line	0141 201 4460
Email	foi@ggc.scot.nhs.uk

Dear Mr Prince

REQUEST FOR INFORMATION FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 ENVIRONMENTAL INFORMATION (SCOTLAND REGULATIONS 2004)

Thank you for your request received on 7 May 2019 for the provision of the following information:-

How many grievance complaints have been made by WESTMARC staff against supervisors, team leaders and managers since 1st January 2012?

We are treating your request under our procedures for responding to requests for information under the Freedom of Information (Scotland) Act 2002.

The information that we are able to provide in response to your request is given below.

The document named "FOI Request 15006" accompanying this correspondence provides the information requested.

Please note where there are small numbers these are presented as <5 to protect patient identification. This is due to the possibility that disclosure of actual figures would pose a risk that an individual or individuals could be identified from that information. This would be contrary to, and would put NHSGGC in breach of, Data Protection principles. In assessing this, we have followed guidelines issued by NHS NSS Information Services Division. A key principle of the guidelines discourages presenting numbers which are less than 5.

We therefore decline to provide the actual figures on the basis that this is personal information. Section 38 of FOISA provides that information is exempt information if it constitutes personal information and that to disclose this information would contravene one or more of the data protection principles. The exemptions within FOISA that we have relied upon to withhold this information are section 38(1)(b) read in conjunction with section 38(2)(a)(i) of FOISA. This is an absolute exemption which means that if information is withheld under this exemption, we are not required to consider whether it is in the public interest to withhold it.

I hope that this is helpful. If you are not satisfied with our response to your request, you have a right to request a review of this decision within 40 working days of receiving this response. The attached note describes our review procedure. Your request for review must be in permanent form and should state:

- That you are asking for a review of this decision and
- Why you are unhappy with the response you have received.

If you wish us to carry out a review, please complete the form enclosed and return it to the Head of Administration, NHS Greater Glasgow & Clyde, Corporate HQ, JB Russell House, Gartnavel Royal Hospital, 1055 Great Western Road, Glasgow G12 0XH or by email to foi@ggc.scot.nhs.uk

If following a review you remain dissatisfied with the outcome, you have the right to ask for advice, assistance or to make a formal appeal in writing to the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS or at www.itspublicknowledge.info/Appeal

If following appeal to the Scottish Information Commissioner you still remain dissatisfied with the outcome, you have a right of appeal to the Court of Session on a point of law against the decision of the Scottish Information Commissioner.

Should you require any clarification about this letter or the right to request a review please contact me at the details at the top of the first page of this letter.

Yours sincerely

Russell Greig

Russell Greig
Freedom of Information Officer

Standard Enclosures:
FOI Requirement for Review document
Request for Review form