

## FOI 0271/2022 Response

**1, Who the process covers (for example is the process the same across the spectrum for everyone, or are there separate processes for senior staff, auxiliary staff, volunteers etc.);**

**2, What safeguards are in place to determine fairness and transparency both during and after the investigations?;**

**3, How are recommendations made and implemented (and the whole process behind this)?;**

**4, Who has a right to know the outcome (and how is this communicated)?;**

**5, Hierarchy in the decision making process (i.e. where does the buck stop? And should there be reason to complain against the top person, what would be the protocol there)?;**

**6, Number of complaints recently (over the last 2 years) have been received and how many have been upheld?**

**\*\* Clarification: Query related to how many grievances have been reported and how many of them have been upheld in the last 3 years covering all of those involved in the trust, top ranking officials to volunteers and everything in between.**

Please refer to the Trust's Disciplinary Policy for the requested information, located in the Trust's Freedom of Information Publication Scheme, under "Our policies and procedures" on the following link: [Freedom of Information - Birmingham and Solihull Mental Health NHS Foundation Trust - BSMHFT](#)

In regard to the number of grievances please see below:

- Open grievances x 2
- Closed grievances x 2 (1 – informally resolved, 1 – no case to answer/ not upheld).