**FOI Ref: 6543**

**Category(ies): Trust - Complaints/Patient Experience**

**Subject: Maternity Unit Complaints**

**Date Received: 04/08/2022**

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| **Your request:** | **Our response:** |
| 1. If you have a maternity unit within your trust, how many patients or members of the public made a complaint relating to the maternity unit in the (i) 2020/21 financial year, and (ii) 2021/22? | Obstetric Formal Complaints:  2020/21 = 17  2021/22 = 14 |
| 1. How many of these complaints in relation to the period 2021/22 made reference to (i) equipment shortage or failure, (ii) a lack of adequate staff and (iii) staff attitude or performance?   Please note that a complaint identified in Q.1 may give rise to be a complaint about one, two or all three items in Q.2 and should be recorded separately in each category. | 2021/22 Primary Subjects:  Equipment shortage or failure = 0  Lack of adequate staff = 0  Staff attitude or performance = 10 |
| 1. For each complaint identified in Q.2 please provide a summary of the circumstances.   Please use the attached spreadsheet as the level of detail I would like. |  |