

Friday 21 March 2025

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Thursday 13 March 2025. I am pleased to confirm the following.

What was the total number of complaints received by the Trust in the financial year between April 2023 - March 2024, and in the financial year from April 2024 to date [example answer: 2,034 between April 2023 - March 2024, 1,999 between 1 April 2024 – present day]

Formal complaints for this period – 177

How many of those complaints related to the uniform, appearance or dress code of staff members (including but not limited to concerns about tattoos, hair colour, piercings, political or religious symbols/statements, hygiene or adherence to uniform policy)? Of those, how many complaints related to nurses. [example answer: 12, of which 3 related to nurses]

0 – from the reports I have been able to pull none of these relate to staff uniform, appearance or dress code.

What did the complaints with regards to the uniform, appearance or dress code specifically relate to? [example answer nurse had multiple visible tattoos]

N/A

What was the outcome of the complaints? [example answer upheld, not upheld, partially upheld]

N/A

If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Freedom of Information Team Lead
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

Any re-use of this information will be subject to the
'Re-use of Public Sector Information Regulations' and best practice.