



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Trust Headquarters  
Chief Nurse

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Ref: FOI/2025/10589

Date Received: 13<sup>th</sup> March 2025

Response Due: 10<sup>th</sup> April 2025

Date: 7<sup>th</sup> April 2025

Dear Sir/Madam

With reference to your request for information received on 13<sup>th</sup> March 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

- 1. 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]**
  - April 2023 – March 2024 = 469.
  - April 2024 – 21<sup>st</sup> March 2025 = 502\*.

\*The 502-figure listed above includes both concerns and complaints. Therefore, this number would be subject to change as the formal complaint process takes 60 working days. During this time concerns and complaints can be both escalated and de-escalated.

- 2. 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)?**  
0.

**Of those, how many complaints related to nurses. [example answer: 12, of which 3 related to nurses]**  
0.

- 3. 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.

- 4. What was the outcome of the complaints? [example answer: upheld, not upheld, partially upheld]**  
N/A.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



KEVIN PARKER-EVANS

Kevin Parker-Evans MBA, FCMJ, CMgr. RN Dip HE  
Chief Nursing Officer & Director of Infection Prevention and Control

**PLEASE NOTE:**

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111