

Our ref: IG/FOI/FOI.236.25

7 April 2025

Sent via email to: [REDACTED]

Dear [REDACTED]

## **Request under the Freedom of Information Act 2000**

I write further to your request for information, which was received on 13 March 2025, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require.

For ease of reference your request is set out below and my response follows.

### Your Freedom of Information (FOI) Request:

I would like information on complaints received by your hospital relating to staff member's uniforms/ appearance. Please answer the following four questions under the Freedom of Information Act and see example answers as a guide. Please could you provide the following information:

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 April 2024 – present day].
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)? Of those, how many complaints related to nurses. [example answer: 12, of which 3 related to nurses].
3. What did the complaints with regards to the uniform, appearance or dress code specifically relate to? [example answer: nurse had multiple visible tattoos].
4. What was the outcome of the complaints? [example answer: upheld, not upheld, partially upheld].

Powys Response:

Q1. Please see the table below for the total number of complaints received by Powys Teaching Health Board (PTHB) for the period requested.

<b>Date Range</b>	<b>Number of complaints</b>
<b>Formal Concerns</b>	
1 April 23 – 31 March 24	69
1 April 24 – 31 March 25	64
<b>Early resolutions</b>	
1 April 23 – 31 March 24	86
1 April 24 – 31 March 25	129

Q2 – Q4. I can confirm during the timeframe requested, there was no complaints relating to uniform, appearances or dress code of staff members. Therefore, this is a nil response.

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via [Powys.foi@wales.nhs.uk](mailto:Powys.foi@wales.nhs.uk)

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



**Jayne WheelerSexton**  
**Assistant Director of Nursing Safeguarding & Public Protection**

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.