

17 April 2025

## **Complaints Regarding Staff Member's Uniforms/appearance - NI**

- 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]**

The Trust received a total of 1,611 formal consented complaints between April 2023 - March 2024, and 1,813 formal consented complaints between April 2024 – to the date this FOI was received (13<sup>th</sup> March 2025)

- 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]**

Four, of which 1 related to a nurse.

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

Of these 4 complaints, 2 related to hygiene, one related to uniform policy and one related to a political symbol.

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

The Trust does not assess or quantify its complaints under these outcome headings and so this information cannot be provided.