



18 June 2025

FREEDOM OF INFORMATION REQUEST

Request No: 36396-25
Subject: Inappropriate behaviour by ambulance staff
Date Received: 13/03/2025

Thank you for your request for information received on 13th March 2025 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below. The Trust would apologise for the delay in the provision of the below response.

FOI QUESTION(S)	ANSWER(S)
<p>For each year 2019 to 2024 inclusive please provide:</p> <p>How many concerns How many complaints (upheld) How many complaints (not upheld) How many incidents How many patient safety incidents How many serious incident</p> <p>All of above relating to staff showing aggressive, rude, hostile or otherwise inappropriate attitudes towards other staff.</p>	<p>The number of incidents reported on the Trust's incident management system regarding NIAS staff showing aggressive, rude, hostile or otherwise inappropriate attitudes to other staff in each calendar year is shown below:</p> <ul style="list-style-type: none"> • 2019: 9 • 2020: <5 • 2021: 7 • 2022:8 • 2023: 14 • 2024: 9 <p>Please note any complaint or concern raised in relation to staff towards another staff member does not fall within the scope of the Trust's complaints policy and procedure. Such matters will be handled through alternative internal Trust processes therefore the figures provided above should be used in a cautionary manner.</p>
<p>For each year 2019 to 2024 inclusive please provide:</p> <p>How many concerns How many complaints (upheld) How many complaints (not upheld) How many incidents How many patient safety incidents How many serious incident</p> <p>All of above relating to staff showing aggressive, rude, hostile or otherwise inappropriate attitudes towards service users.</p>	<p>The number of complaints / concerns received where an element of the complaint, or the complaint as a whole, related to NIAS staff attitude and behaviour is as follows:</p> <p>2019 – 35 2020 – 40 2021 – 67 2022 – 45 2023 – 59 2024 – 86</p> <p>The data captured does not differentiate between whether the concerns raised were towards a service user or the person(s) supporting the service user during their</p>



	<p>requirement for an emergency response or non-emergency transportation.</p> <p>It is not a requirement of the Department of Health's Guidance in relation to the Health and Social Care Complaints Procedure to record whether a complaint was upheld or not upheld.</p>
<p>One other clarification has been suggested to me. "Staff" here should be taken as all medical staff, not just ambulance staff. So if a complaint were made, for example, that a paramedic had behaved inappropriately towards a hospital doctor, that would count towards these figures.</p>	

I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to the Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Email: ni@ico.org.uk
Website: [ICO Website](http://ico.org.uk)
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF
Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

Information Governance Team

This response has been prepared for disclosure log publication. Only minor editorial or redaction amendments have been made for clarity and compliance with data protection legislation. The substantive content is identical to that provided to the requestor and the original issued version remains the authoritative record.