

Freedom of Information Act 2000

The Royal Cornwall Hospitals NHS Trust Response to Information request

Date Request Received: 2nd July 2025

FOI Ref No 29467

Requested Information:

Please provide details of your PALS and/or COMPLAINTS structure.

In particular, please show:

- Reporting lines
- Total number of staff
- Banding of staff
- If any of the staff are in a 'central' governance team

Response:

1. Reporting Line:

- Complaints Manager → Patient Experience Manager → Associate Director of Quality Governance → Director of Nursing, Midwifery, Allied Health professionals → Chief Executive

2. Total numbers of Staff-

- Complaints Manager: 1
- Complaints Officers: 5
- Admin: 2 (Shared between Complaints and Patient Engagement Team)

3. Banding of staff

- Complaints Manager: 1* Band 6
- Complaints Officers: 5 * Band 5
- Admin: 2* Band 3

4. Central Governance Team

- Yes, all members of the Complaints Team, Complaints Manager, Complaints officers and admin operate within the central governance team, supporting Trust-wide complaint handling and patient experience functions.



Royal Cornwall Hospitals
NHS Trust

Attachment(s):

No Attachment(s)

Date Response sent: 16th July 2025