



Manx Care
Noble's Hospital, Strang
Braddan, Isle of Man IM4 4R
(01624) 650 000

Our ref: 4947865

8 October 2025

Dear 

We write further to your request, received 23 September 2025, which states:

"Dear FOI Officer,

I am writing to request information under the Freedom of Information Act 2015 regarding complaints made by employees of Manx Care. Please provide the following data for the period April 2020 to present:

- 1. The total number of formal complaints or grievances submitted by employees, broken down by year.*
- 2. Categorization of complaints (e.g. bullying, exclusion from duties, detriment following protected disclosures, discrimination, whistleblowing).*
- 3. The number of complaints upheld, partially upheld, or dismissed.*
- 4. The number of complaints resulting in internal investigation, disciplinary action, or referral to external bodies.*
- 5. The number of complaints escalated to the Employment and Equality Tribunal.*
- 6. Any anonymized data on compensation, reinstatement, or other remedies awarded following upheld complaints.*

If any part of this request exceeds the cost or time limits, I would appreciate partial disclosure of available data or guidance on narrowing the scope."

Response

- 1. The total number of formal complaints or grievances submitted by employees, broken down by year.*

	2020	2021	2022	2023	2024	2025
Total number of formal complaints	0	2	18	23	24	6

2. Categorization of complaints (e.g. bullying, exclusion from duties, detriment following protected disclosures, discrimination, whistleblowing).

	2020	2021	2022	2023	2024	2025
Grievance	0	0	7	3	4	1
Fairness at work	0	2	9	19	20	5
Whistleblowing	0	0	2	1	0	0

3. The number of complaints upheld, partially upheld, or dismissed.

	2020	2021	2022	2023	2024	2025
Upheld	0	0	2	4	2	0
Partially upheld	0	0	2	0	7	0
Not upheld	0	2	9	13	9	6

4. The number of complaints resulting in internal investigation, disciplinary action, or referral to external bodies.

	2020	2021	2022	2023	2024	2025
Internal Investigation	0	2	13	15	22	5
Disciplinary action	0	0	0	1	0	1
Referral to external body	0	0	0	0	1	0

5. The number of complaints escalated to the Employment and Equality Tribunal.

	2020	2021	2022	2023	2024	2025
Employment tribunals	0	0	0	0	0	1

6. Any anonymized data on compensation, reinstatement, or other remedies awarded following upheld complaints.

	2020	2021	2022	2023	2024	2025
Welfare support	0	0	0	0	0	1
Mediation	0	1	0	0	0	1
Change in term and condition	0	0	1	0	1	0

Please quote the reference number 4947865 in any future communications.

Your right to request a review

If you are unhappy with this response to your freedom of information request, you may ask us to carry out an internal review of the response, by completing a complaint form and submitting it electronically or by delivery/post.

An electronic version of our complaint form can be found by going to our website at <https://services.gov.im/freedom-of-information/Review> . If you would like a paper version of our complaint form to be sent to you by post, please contact me and I will be happy to arrange for this. Your review request should explain why you are dissatisfied with this response, and should be made as soon as practicable. We will respond as soon as the review has been concluded.

If you are not satisfied with the result of the review, you then have the right to appeal to the Information Commissioner for a decision on;

1. Whether we have responded to your request for information in accordance with Part 2 of the Freedom of Information Act 2015; or
2. Whether we are justified in refusing to give you the information requested.

In response to an application for review, the Information Commissioner may, at any time, attempt to resolve a matter by negotiation, conciliation, mediation or another form of alternative dispute resolution and will have regard to any outcome of this in making any subsequent decision.

More detailed information on your right to a review can be found on the Information Commissioner's website at www.inforights.im.

Should you have any queries concerning this letter, please do not hesitate to contact me.

Further information about freedom of information requests can be found at www.gov.im/foi.

I will now close your request as of this date.

Yours sincerely

