

2. Does the Trust hold data about these contacts/cases in a spreadsheet or database? If so, please could you provide a list of the data fields – for clarity, this could include but is not limited to categories such as “type of complaint”, “status of complaint”, etc.

For each item on the list of data fields, please state if the value is to be filled in as a free text field, or a value selected from a drop-down menu. For each of the fields where a value is to be selected from a drop-down menu, please include the options from the drop-down menu.

Information is held in a spread sheet.

Below is a list of all the fields of data. All fields are free text unless stated otherwise.

Case ref. no.	Quarter concern raised in	Date concern received	Expected completion date	Completed/ Not completed	Quarter closed	Actual completion date	Progress	Main theme of concern (click on column below to choose from drop-down)	How received	Guardian involved	Name of person(people) associated with the concern	Nature of concern	Full details received	Division	Department	Manager Responsible	Contact details for manager (email/telephone)
---------------	---------------------------	-----------------------	--------------------------	--------------------------	----------------	------------------------	----------	--	--------------	-------------------	--	-------------------	-----------------------	----------	------------	---------------------	---

Reporter details				Concern category				Department/person referred to	Date referred	Action plan for responding	Progress/outcome/comments
Was the concern raised anonymously? (drop down)	Name of reporter	Job title	Ethnicity (choose from drop-down menu) (drop down)	Contact details of reporter (email/telephone)	Reportable under PIDA (yes/no) (drop down)	PIDA category (drop down)	Grievance/disciplinary/other issue				