

Ref. No: 2155
Date: 10/11/25
Subject: Patient Complaints (Consultant)

REQUEST

I am writing to request information regarding any formal or informal complaints made about care provided by Mr Rajasundaram Rajaganeshan, Consultant Colorectal and General Surgeon, within your Trust over the past five years.

1. Whether any complaints have been recorded concerning Mr Rajaganeshan's clinical practice, communication, or surgical outcomes during that period.
2. The number of such complaints (if any), and the general themes or nature of the issues raised (e.g., treatment concerns, communication, procedural complications).
3. Whether any of those complaints led to formal investigations, disciplinary actions, or referrals to external bodies such as the GMC.

RESPONSE

Thank you for your request regarding complaints associated with Mr Rajasundaram Rajaganeshan in relation to clinical practice, communication, or surgical outcomes.

Following careful consideration, we must advise that the information requested is likely to constitute personal data under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Specifically, it relates to an identifiable individual, and concerns matters of professional conduct and performance.

Under Section 40(2) of the Freedom of Information Act 2000 (FOIA), personal data is exempt from disclosure where doing so would breach any of the data protection principles. In this case, disclosure would not meet the fairness or lawfulness requirements of the UK GDPR, particularly as the individual concerned would not reasonably expect such information to be made public.

While we recognise the public interest in transparency and accountability within clinical services, this must be balanced against the rights and expectations of the individual. Releasing complaint-related information, especially where it may involve sensitive or unsubstantiated allegations, could result in unwarranted distress or reputational harm.

Accordingly:

1. We are unable to confirm or deny whether any complaints have been recorded concerning the named staff member's clinical practice, communication, or surgical outcomes.
2. We cannot disclose the number or nature of any such complaints, as this would similarly risk identifying the individual and disclosing personal data.
3. Information about any resulting investigations, disciplinary actions, or referrals to external bodies (such as the GMC) is also withheld under Section 40(2).

We remain committed to openness and may be able to provide anonymised or aggregated data relating to complaints within the relevant department or service area, where appropriate.

For reference, complaints against doctors in the UK that raise serious concerns about behaviour, health, or professional performance are investigated by the General Medical Council through its fitness to practise process. This process is designed to protect patient safety and uphold public confidence in the profession.

What is published and where to find it:

- **Fitness to Practise Decisions:** Outcomes such as warnings, conditions, suspensions, or erasures are published via the Medical Practitioners Tribunal Service and can be accessed on the GMC website.
- **Complaints Data and Summaries:** The GMC publishes aggregate data on complaints, including breakdowns by specialty and outcomes, available through its Data Explorer platform.
- **Doctor-Specific Information:** The GMC Register allows users to search for individual doctors and view their registration status and any fitness to practise history.

