

<b>Reference:</b>	FOI.20235.26
<b>Subject:</b>	Complaint process
<b>Date of Request:</b>	20 April 2026

**Requested:**

Could I receive the rules, the criteria, the particulars, of Hywel Dda's rules of engagement in relation to complaint handling.

It would also be appreciated, that the information be sent directly to my email address, no third party service, in electronic/digital format; I do not use MS word.

**Response:**

Hywel Dda University Health Board (UHB) confirms that as of 1 April 2026, the new Welsh Government (WG) 'Listening to People: NHS Wales complaints, incidents and redress process' (LTP) has been implemented, replacing the 'NHS Wales complaints and concerns: Putting Things Right' process.

The UHB has applied an exemption under Section 21 of the Freedom of Information Act 2000 (FoIA) as information on LTP is already in the public domain and accessible by another means. The guidance is available on the WG website. A link to the relevant webpage has been provided below:

[Listening to People: NHS Wales complaints, incidents and redress process | GOV.WALES](#)