

Reference:	FOI.8049.22
Subject:	Complaints against the catering department in Bronglais General Hospital (BGH)
Date of Request:	24 January 2022

Requested:

Under the information of freedom act 2000 I request records of all complaints logged against the catering department and all management and supervisors within the catering department at Bronglais hospital in the last 5 years.

Clarified

I am looking for records of all complaints solely made against any and all management and supervisors within the catering department within the last 5 years as per my last email request.

Response:

Hywel Dda University Health Board confirms that six (6) complaints have been recorded against supervisors and management in the Catering Department at BGH during the requested timeframe. This information is as recorded on the UHB's Datix Incident Reporting System.

The UHB is unable to provide you with any further information in relation to your request i.e. the nature of the complaints etc, as there is a potential risk of identifying individuals if these details were disclosed. The UHB is therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000 (FoIA).

This information is protected by the Data Protection Act 2018/General Data Protection Regulations 2016 (GDPR), as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles 6 and 9 of the GDPR. This exemption is absolute and therefore, there is no requirement to apply the public interest test.

In reaching this decision, the Data Protection Act 2018/General Data Protection Regulations 2016 define personal data as data which relates to a living individual who can be identified solely from that data or from that data and other information which is in the possession of the data controller.