

Reference:	FOI.8435.22
Subject:	Complaints against the catering department in Bronglais General Hospital (BGH)
Date of Request:	7 April 2022

Requested:

In addition to the information provided in FOI.8049.22, provide information on all complaints made to HR and head office, not just those recorded on Datix for the last 5 years.

To be clear so there is no confusion, it's the same as the previous one (8049), but complaints made to HR and Head office in the past 5 years.

Response:

Hywel Dda University Health Board (UHB) confirms that the six (6) complaints recorded against supervisors and management in the Catering Department at BGH provided in our previous response to FOI.8049.22, was for all complaints recorded on the UHB's Datix Incident Reporting and Employment Relations systems, both of which, were searched to identify the information requested. We apologise for the error in not naming this second system in our previous response.