

Reference:	FOI.8226.22
Subject:	Complaints received in the last two years
Date of Request:	14 February 2022

Requested:

Please can you provide me with how many complaints you have received in the past 2 years. Particularly against your mental health department

Clarified:

I require complaints from both patients and against staff as below:

- Complaints from patients that are not against staff (i.e. waiting times, quality of food etc)
- Complaints from patients that are against staff
- Complaints from staff that are against staff

I would like complaints that are about any aspect of the service please

Response:

Hywel Dda University Health Board (UHB) provides the number of complaints recorded for complaints made by patients against staff and complaints from staff against staff within the UHB's Mental Health and Learning Disabilities (MHL) Directorate, as recorded on the UHB's Employment Relations system and the number of complaints from patients that are not against staff, as recorded on the UHB's DATIX Incident Reporting system for the calendar years 2020, 2021 and 1 January to 3 March 2022.

Number of complaints			
Calendar year	From patients against staff	From staff against staff	From patients - not against staff
2020	8	18	21
2021	6	14	28
1/1/22 to 3/3/22	0	*	0

Where the figure in the table has been replaced with an asterisk (*), the UHB is unable to provide you with the exact number of complaints, due to the low numbers of cases (5 and under), as there is a potential risk of identifying individuals if this was disclosed. The UHB is therefore withholding this detail under Section 40(2) of the 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.