

Reference:	FOI.8659.22
Subject:	Complaints
Date of Request:	27 April 2022

Requested:

The Health Board aims to respond to complaints within 30 working days.

May I respectfully ask how many cases have not been dealt with within the boards self-imposed time scale?

Clarification

Time period requested - x 2 years - April 2020 to April 2022.

Response:

Hywel Dda University Health Board (UHB) provides, within the table below, the total number of complaints received and the number responded to within and over thirty (30) working days, for the financial years 2020/21 and 2021/22.

Financial year	Total received	30 days	+ 31 days
2020/21	1,418	927	491
2021/22	1,225	757	468