

<b>Reference:</b>	FOI.16849.25
<b>Subject:</b>	Complaints
<b>Date of Request:</b>	14 March 2025

**Requested:**

1. What was the total number of complaints received by the Trust in the financial year between April 2023 - March 2024, and in the financial year from April 2024 to date [example answer: 2,034 between April 2023 - March 2024, 1,999 between April 2024 – present day]
2. How many of those complaints related to the uniform, appearance or dress code of staff members (including but not limited to concerns about tattoos, hair colour, piercings, political or religious symbols/statements, hygiene or adherence to uniform policy)? Of those, how many complaints related to nurses. [example answer: 12, of which 3 related to nurses]
3. What did the complaints with regards to the uniform, appearance or dress code specifically relate to? [example answer: nurse had multiple visible tattoos]
4. What was the outcome of the complaints? [example answer: upheld, not upheld, partially upheld]

**Response:**

1. Hywel Dda University Health Board (UHB) provides, within the table below, the number of complaints received during the 2023/24 financial year and the period 1 April 2024 to 24 March 2025.

Financial year	Number
2023/24	3,671
1/4/2024 to 24/3/2025	4,059

2. The UHB confirms that of the complaints identified in response to question 1, none were related to uniform, appearance or dress code of staff members.
3. & 4. Not applicable.