

Reference:	FOI.17336.25
Subject:	Complaints
Date of Request:	14 May 2025

Requested:

1. The length of your average response time to complaints in the 2024 calendar year.
2. The length of your longest response time to a complaint in the 2024 calendar year.
3. The number of complaints you received in the 2024 calendar year.
4. The length of the average time it took to fully resolve a complaint in the 2024 calendar year.
5. The length of the longest time to fully resolve a complaint in the 2024 calendar year.

Response:

1. Hywel Dda University Health Board (UHB) can confirm its average response time to complaints received between 1 January 2024 and 31 December 2024 was forty-one (41) working days. Responses are provided to the complainant at the end of the investigation, upon resolution of the complaint.
2. The UHB can confirm its longest response time to a complaint received between 1 January 2024 and 31 December 2024 was three hundred and ten (310) working days.
3. The UHB received two thousand, two hundred and six (2,206) complaints between 1 January 2024 and 31 December 2024.
4. See response to question 1.
5. See response to question 2.