

Reference:	FOI.19825.26
Subject:	Complaints
Date of Request:	3 March 2026

Requested:

I would like to make a Freedom of Information request covering the following 2 areas.

1. How many complaints were made against Hywel Dda UHB Hospital Services in the year from January 2025 until December 2025?
2. How many complaints were found in favour of the complainants for the same period of time?

Clarified:

To help us process your request for information we requested the following clarification:

- Can you please clarify if you are seeking information for patient care related complaints or all complaints please?

The UHB received the following clarification:

- Patient care related complaints.

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with all of the information requested, as it is estimated that the cost of answering your request would exceed the “appropriate limit” as stated in the Freedom of Information Act 2000 (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2 ½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

The UHB utilises a system called DATIX which is used to capture the UHB’s concerns, including complaints. The UHB has two thousand eight hundred and sixteen (2,816) complaints recorded on DATIX between 1 January 2025 and 31 December 2025, with a total of four thousand one hundred and fifty one (4,151) subjects, as some complaints may cover multiple subject areas. The UHB would therefore need to undertake a trawl of all the complaints and subjects recorded to identify what complaints have been upheld or any information that may satisfy your request.

Therefore, to provide you with the exact information being requested for question 2, it is estimated that conducting the required search would far exceed the ‘appropriate limit’, costing the UHB the following:

2,816 @ 5 minutes per item = 234.66 hours
 234.66 hours @ £25 per hour = £5,866.66

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FoIA), which provides an exemption from a public authority’s obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

However, under Section 16 of the FoIA, we are required as a public authority, to provide advice and assistance so far as it is reasonable to individuals who have made a request under the FoIA, this can include assisting a requester to further refine their request.

In relation to the complaints data requested under question 2, the UHB would be able to further consider your request if you were able to identify refine it further. You could refine your request by providing a more specific timeframe or requesting a snapshot of data for a specific period. This would enable the service to identify a smaller volume of records for scrutiny, to identify any further information that may fulfil your request.

Aside from the Section 12 exemption detailed above, the UHB provides the accessible information it holds for your further questions, below.

1. Hywel Dda University Health Board (UHB) received a total of 2,816 complaints between 1 January 2025 and 31 December 2025.