

Reference:	FOI.20575.26
Subject:	Grievance procedures and outcomes
Date of Request:	2 June 2026

Requested:

Please provide a breakdown of all formal grievances filed with your organisation, from **1 January 2016 to 29 May 2026**, categorised by:

1. Grievance Filings by Department

- a. Department/Division (exact department name as recorded)
- b. Number of grievances filed per department
- c. Year of filing (annual breakdown)
- d. Employment status of complainant at time of filing (e.g., full-time, part-time, contractor, agency worker)
- e. Length of service of complainant at time of filing (bands: <6 months, 6-12 months, 1-2 years, 2-5 years, 5+ years)

2. Grievance Outcomes by Category

For each grievance filed during the specified period, please provide:

- a. Outcome category (e.g., Upheld in full, Upheld in part, Not upheld, Withdrawn, Abandoned, Ongoing)
- b. Final outcome date
- c. Time taken to reach outcome (in working days from formal submission to final decision)
- d. Whether the outcome was appealed (Yes/No)
- e. Appeal outcome (if applicable)

3. Withdrawn and Abandoned Grievances

For all grievances recorded as "Withdrawn" or "Abandoned," please provide:

- a. Reason recorded for withdrawal/abandonment (exact wording from records)
- b. Stage at which withdrawal occurred (e.g., informal stage, formal investigation, those which got to formal stage but did not proceed to investigation, abandoned after the investigation started, appeal stage)
- c. Time elapsed between filing and withdrawal
- d. Whether any settlement agreement was reached (Yes/No)
- e. If settlement reached: whether it included a confidentiality clause / non-disclosure agreement (Yes/No)

4. Maladministration and Procedural Irregularities

Please provide details of any recorded instances where:

- a. Investigations were delayed beyond your stated timeline (please specify the standard timeline and number of breaches)
- b. Investigators were changed mid-process (number of instances, reasons recorded)
- c. Key evidence was not considered (number of instances, nature of evidence)
- d. Complainants were not informed of their right to appeal (number of instances)
- e. Procedural requirements set out in your grievance policy were not followed (number of instances by type of breach)

5. Financial and Resource Pressures

Please provide information on:

- a. Budget allocated to grievance investigations per department per year

- b. Whether complainants were advised that pursuing their grievance could impact their career progression, references, or future employment (number of instances, exact wording of advice given)
- c. Whether complainants were offered financial incentives to withdraw grievances (number of instances, amounts offered, source of funds)
- d. Whether grievance outcomes were linked to performance reviews, disciplinary processes, or redundancy consultations (number of instances)

6. Departmental Success/Failure Rates

Please provide information for each department, please calculate and provide:

- a. Upheld rate (grievances upheld in full or in part as percentage of total filed)
- b. Not upheld rate (as percentage of total filed)
- c. Withdrawal/abandonment rate (as percentage of total filed)
- d. Average time to resolution (in working days)
- e. Comparison to organisational average (above/below average and by what percentage)

7. Seniority and Power Dynamics

Please provide breakdowns by:

- a. Grade/pay band of complainant vs grade/pay band of person(s) complained against
- b. Outcome correlation (e.g., upheld rate for junior staff vs senior staff)
- c. Number of grievances against senior managers/directors
- d. Outcomes of grievances against senior managers/directors

8. Repeat Patterns

Please provide:

- a. Number of individuals who filed multiple grievances (breakdown: 1, 2, 3+ grievances)
- b. Outcomes for repeat filers (upheld rate vs first-time filers)
- c. Number of individuals who were the subject of multiple grievances
- d. Action taken against repeat subjects (e.g., disciplinary, training, no action)

9. External Resolution

Please provide:

- a. Number of grievances that proceeded to ACAS Early Conciliation
- b. Number that proceeded to Employment Tribunal
- c. Tribunal outcomes (won by employee, won by employer, settled, withdrawn)
- d. Total legal costs incurred by the organisation in defending grievances at tribunal

10. Policy and Training

Please provide:

- a. Current grievance policy in operation (with version number and date of last three reviews)
- b. Date of last comprehensive review of grievance procedures, including a copy of the last three reviews and minutes of those meetings
- c. What training has been provided to managers on handling grievances (frequency, content, attendance records)
- d. Whether training includes specific modules on avoiding maladministration and undue pressure

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with all 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.

As not all the information requested is recorded centrally, the UHB would need to undertake a manual trawl of all grievances raised and the corresponding personnel records to identify any information that would fulfil questions 1d, 1e, 2b, 2c, 3b, 3c, 4a, 4b, 4c, 5d, 7, 8, 9 and 10d of your request.

The UHB can confirm that three hundred and sixty-seven (367) grievances were recorded, during the requested period of 1 January 2016 to 29 May 2026. It is estimated that a manual search of these records would exceed the 18 hours stipulated within the Freedom of Information Act 2000 (FoIA). Based on the number of records identified, conducting a search of both paper-based and digital records taking a minimum of five (15) minutes per record, would exceed the “appropriate limit”, costing the UHB the following:

367 @ 15 minutes per record = 91 hours and 45 minutes
91 hours and 45 minutes @ £25 per hour = £2,293.75

The UHB is therefore applying an exemption under Section 12 of the 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, which can include assisting a requestor to further refine their request.

The UHB suggests that you may refine your request by reducing the timeframe requested to a six (6) month period. However, the UHB would still be required to undertake a manual trawl of all grievances recorded during the refined time period, to identify the information that would fulfil your request. Therefore, the outcome would be dependent on the number of records identified within a shorter time period.

Additionally, the UHB is unable to provide you with some of the requested information as there is a potential risk of identifying individuals if this was disclosed. The UHB is therefore withholding the following details under Section 40(2) of the FoIA:

- The information requested for question 1, broken down by calendar year, due to the low number of cases (less than 5)
- The information requested for question 2 and 3, per grievance, due to the low number of cases (less than 5)
- The information requested for question 3d, due to the low number of cases (less than 5)
- The figures in the tables for questions 1b and 2e have been replaced with an asterisk (*) due to the low number of cases (less than 5)

It is not within the expectation of these individuals that their personal data would be released into the public domain. This information is classed as personal data of a third party. Therefore, it is being withheld in accordance with the exemption set out in section 40(2) of the FoIA, by virtue of section

40(3)(a) of the FoIA, which permits a public authority to withhold personal data other than the requestor's where the disclosure would breach Data Protection principles.

This information is protected by the Data Protection Act 2018 (DPA)/UK General Data Protection Regulations (UK GDPR), as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles of the UK GDPR. This exemption is absolute and therefore, there is no requirement to apply the public interest test.

In reaching this decision, the DPA and UK GDPR define personal data as data that 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.

Nevertheless, the UHB provides the accessible information it holds below.

1. The UHB provides within the table below, the number of grievances recorded, by department, during the period 1 January 2016 to 29 May 2026.

a. Department	b. Number
Acute services	*
Carmarthenshire Director (Community)	17
Ceredigion Director (Community)	15
Chief Operating Officer	7
Community and Integrated Medicine	15
Corporate services	12
Digital	6
Estates and Facilities	50
Finance	*
HDUHB BANK	*
Legal and Patient Support Services	*
Mental Health and Learning Disabilities	52
Nursing, Quality and Patient Experience	*
Operational Allied Health and Health Sciences	33
Pembrokeshire Director (Community)	*
Pharmacy and Medicines Management	*
Phlebotomy	*
Planned and Specialist Care	56
Primary Care and Long Term Care	9
Public Health	*
Radiology and Pathology	8
Therapies	8
Unscheduled Care	39
Women and Children	16
Workforce and Organisational Development	5
Total	367

- 2a. The UHB provides within the table overleaf, the number of grievances, by the outcome recorded, during the period 1 January 2016 to 29 May 2026.

Outcome	Number
Informal Resolution	134
Upheld in full	24
Upheld in part	45
Not upheld	44
Withdrawn/Abandoned	36
Ongoing	39
Not recorded	45
Total	367

2b. & 2c. An exemption under Section 12 of the FoIA has been applied.

2d. The UHB confirms that of the three hundred and sixty-seven (367) grievances recorded, thirty-five (35) were appealed.

2e. The UHB provides within the table below, the number of grievances, by the appeal outcome recorded, during the period 1 January 2016 to 29 May 2026.

Appeal outcome	Number
Upheld	*
Not upheld	14
Partially upheld	*
Neither	*
Not recorded	15
Total	35

3a. The UHB confirms that thirty-six (36) grievances were withdrawn or abandoned, during the period 1 January 2016 to 29 May 2026. The reasons recorded have been provided below:

- Employee passed away
- Settlement agreement
- Employee resigned
- Issues resolved

3b. & 3c. An exemption under Section 12 of the FoIA has been applied.

3d. An exemption under Section 40 of the FoIA has been applied.

3e. The UHB confirms that all settlement agreements have a confidentiality clause.

4a. – 4c. An exemption under Section 12 of the FoIA has been applied.

4d. Not applicable. All complainants are advised of their right of appeal by letter.

4e. The UHB confirms there are no recorded instances whereby the procedural requirements set out in its grievance policy were not followed, during the period 1 January 2016 to 29 May 2026.

5a. The UHB does not hold the requested information, as there is no set budget for grievance investigations. Budgets are allocated per department.

5b. Not applicable.

5c. Not applicable.

5d. An exemption under Section 12 of the FoIA has been applied.

6. The UHB does not hold the requested information. The Freedom of Information Act 2000 (FoIA) covers any recorded information that is held by a public authority; recorded information includes printed documents, computer files, letters, emails, photographs, and sound or video recordings. The UHB has an obligation to provide information already in recorded form but cannot create new information to answer a question.

7. – 9. An exemption under Section 12 of the FoIA has been applied.

10a. The UHB does not hold all of the information requested, as the All-Wales Respect and Resolution Policy is managed nationally. However, the UHB can confirm that the policy was implemented on 27 May 2021 and reviewed once on 3 September 2024.

The UHB has applied an exemption under Section 21 of the FoIA, as the requested policy is already in the public domain and accessible by another means. The following policy is available on the UHB's website:

- Policy 995 - All Wales Respect and Resolution Policy

A link to the UHB's policies and written control documents webpage has been provided below:

[Policies and written control documents - Hywel Dda University Health Board](#)

10b. The UHB does not hold the information requested, as All Wales Policies are managed by the Welsh Partnership Forum, via Welsh Government (WG). We therefore recommend that you redirect this part of your request to the Freedom of Information Team at WG, who may be able to help you with your enquiry. Contact details for WG are as follows:-

Freedom.of.information@gov.wales or alternatively, you can contact: Freedom of Information Officer, Information Rights Unit, Welsh Government, Cathays Park, Cardiff, CF10 3NQ.

10c. The UHB does not have a dedicated training programme for managers on handling grievances. However, provided below are details of the training provided to managers which includes a module on grievances, which has been attended by one hundred and seventy-six (176) staff since its inception, in June :

'The Hywel Dda Manager' programme, is a 7-day in person development programme designed to:

- Empower supervisors and managers to become more effective, inclusive, resilient and compassionate.
- Develop a deeper and clearer sense of who you are as a manager, your strengths and development areas.
- Implement immediate positive and productive changes to your team
- Improve your personal impact, drive progress and inspire a culture of inclusivity.
- Become a more resilient manager, who can adapt their communication style to improve outcomes and experiences.

10d. An exemption under Section 12 of the FofA has been applied.