

## **Freedom of Information Request: Our Reference CTMUHB\_166\_23**

### **You asked:**

**1. Please can you tell me how many complaints have been made about the health board between March 2022 and March 2023?**

- Informal Complaints - 2252
- Formal Complaints - 991

**2. Please can you also tell me what the top three most complained about issues were?**

For Informal Complaints the top three most complained about issues were:

1. Clinical Treatment/Assessment
2. Appointments
3. Communication Issues (including Language)

For Formal Complaints the top three most complained about issues were:

1. Clinical Treatment/Assessment
2. Communication Issues (including Language)
3. Attitude and Behaviour