



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_196_24

You asked:

I would like information about the number of complaints that have been made against nurses and midwives each year since 2018. I would like the data to be reported separately - so numbers of complaints against nurses and number of complaints against midwives. I would also like an overview of the types of issues that were raised in these complaints - again reported separately for nurses and midwives.

Our response:

In accordance with the Freedom of Information Act 2000, this letter acts as a Refusal Notice under section 17 of the Act.

The Health Board does not hold the data in a format that would enable us to fully respond to your request to the level of detail required. Unfortunately, the Health Board does not hold complaint records coded against the different staff groups, just against "staff" as a whole group.

As this is not information that the Health Board routinely compiles, we would have to carry out a specific exercise to go through the description and outcome of every complaint record to collate and determine the numbers for the specific data requested.

From our preliminary assessment, we estimate that to comply with your particular request would exceed the appropriate costs/time limit under section 12 of the Freedom of Information Act 2000 (18 hours time and £450 cost limit).