



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_398_24

You asked:

I am looking for information on the following;

1. Amount of complaints for Healthboard
2. How many complaints they respond to
3. How many get resolved
4. How many are escalated to Ombudsman/court

Our response:

Under section 21 of the Act, Cwm Taf Morgannwg University Health Board is not required to provide information in response to a request if it is already reasonably accessible to you. The information you require is available in our [Quality and Safety Committee papers](#), which are routinely published on the [Cwm Taf University Morgannwg Health Board](#) web site and data is also available on the Ombudsman Wales website.

Please see agenda item - 7.1 (Patient Safety and Quality Dashboard) of the Quality and Safety Committee papers.

Please see direct link to Ombudsman stats - [Published Statistics - Public Services Ombudsman for Wales](#)