



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_268_24

You asked:

1. Please can you provide me with all the complaints processes Cwm Taf uses currently?

The Health Board manages all complaints in line with [NHS \(Concerns, Complaints and Redress Arrangements\) \(Wales\) Regulations 2011](#), often referred to as the 'Putting Things Right Process'.

2. Please can you provide all complaints policies for the past 5 years?

To support the implementation of Putting Things Right the Health Board has in place a Concerns Policy and Procedure. A copy is available at: [Concerns and Complaints - Cwm Taf Morgannwg University Health Board \(nhs.wales\)](#)

3. Please can you provide details of the escalation process if not contained in the complaint process?

Where responses have not been received within the agreed timescale, this will be escalated on the following basis:

➤ Day 10 – Reminder email

A reminder email will be sent to all professionals highlighting that comments are due within 5 working days.

➤ Day 15 – Escalated to Care Group Director

Where comments are not received by this date, this will be escalated to the appropriate Care Group Director. Escalation will be based on:

- Medical comments – Medical Care Group Director
- Nursing comments – Nurse Care Group Director
- Service comments – Service Care Group Director
- Diagnostics, Therapies & Specialities – Service Care Group Director

Delays in the Quality Assurance process will also be escalated to Care Group Nurse Director at this stage in line with the responsibilities identified above.

➤ Day 20 – Escalated to Assistant Director of Quality & Safety

Where following escalation to the Care Group Director, a final response remains outstanding at Day 20, this will be escalated to the Assistant Director of Quality & Safety.

➤ Day 25 – Escalated to Executive Director

If following previous reminders and escalation, the final response remains outstanding this will be escalated to the appropriate Executive Director.

4. How many complaints have there been each year since 2020, broken down yearly?

Under Section 21 (S21) 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.

Information relating to the number of complaints received by Cwm Taf Morgannwg can be found in both the Health Board Annual Report and the Annual Putting Things Right Reports which are published on the Health Boards [website](#).

5. How many complaints have not been resolved within the time period set out in the relevant complaint process.

Please see response above (S21).

Information relating to compliance with the 30 working day target in which to respond to formal complaints received by Cwm Taf Morgannwg can be found in both the Health Board Annual Report and the Annual Putting Things Right Reports.

6. How many of these complaints have been ongoing for over 6 months, 12 months, 2 years.

Please see response below.

7. How many current complaints are open / ongoing?

As at the 31.05.24 the Health Board had open 65 formal complaints. Of these, 14 have open over 30 working days. 1 of which has been open over 12 months.

8. Where is the current complaints policy available?

The current complaints policy is available via the Health Board Internet and SharePoint Pages.