



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_221_25

Clarification provided:

a. Is this Early Resolutions or Formal Complaints or All?

Formal.

b. In relation to 2024 are you asking for complaints first received in the year?

Any complaints resolved in that year.

c. What is meant by 'response'? Is it initial acknowledgement of the complaint received or final response to the complaint? If the latter does that change which complaints to include for 2024, i.e. are you only interested in closed complaints (or final response done date) then?

Initial acknowledgement.

d. What is meant by "fully resolved" as appose to "response"?

Final resolution of the complaint (case closed)

You asked:

I would like to know the following:

Based on the clarification provided above, please see our responses.

1. The length of your average response time to complaints in the 2024 calendar year.

Average response time was 3.62 days.

2. The length of your longest response time to a complaint in the 2024 calendar year.

229 days.

3. The number of complaints you received in the 2024 calendar year.

470 Complaints.

4. The length of the average time it took to fully resolve a complaint in the 2024 calendar year.

32.98 days.

5. The length of the longest time to fully resolve a complaint in the 2024 calendar year.

260 days.