

Freedom of Information Request: Our Reference CTMUHB_66_21

You asked:

I would be grateful to know:

- **How much this task has cost us, the ratepayers and tax payers of this area?**
- **The executive time spent composing this letter, the administration staff time to produce it, the time spent printing, stuffing envelopes and posting it, and the cost of postage.**

We can confirm that a draft template of the letter was provided by Welsh Government to Health Boards and Local Authorities. Cwm Taf Morgannwg University Health Board has worked to agree the content with Local Authority partners. Distribution of the letter to resident households was undertaken by the Local Authorities. The cost of paper, printing and postage was therefore incurred by the Local Authorities. The only cost for the Health Board was reviewing and updating the letter which was minimal.

Further, the cost of dealing with complaints like mine, following its receipt would be useful.

Unfortunately, we are unable to quantify the full costs associated with processing, reviewing, investigating and responding to all complaints received, because in addition to the complaints team it often involves other staff to input in to the process as part of the investigation.