

Freedom of Information Request	FOI 22-301	29 <sup>th</sup> July 2022
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**1. Please tell me the number of complaints against the ABUHB and the number over the due date for response internally in the last 12 months**

As of 22<sup>nd</sup> July 2022, there have been a total of 3300 (1649 early resolution and 1651 formal) complaints in the period 1<sup>st</sup> July 2021 and 30<sup>th</sup> June 2022. There were 430 complaints that have exceeded the 30-day timeframe.

**2. The number of complaints submitted to the Ombudsman in the last 12 months, and the time scale the ABUHB take in issuing a response**

The response timescale imposed upon the Health Board varies dependant on the nature of the contact, for example full investigations require a 20 day turnaround for a response.

For the period 1<sup>st</sup> July 2021 and 30<sup>th</sup> June 2022, there were a total of 32 new investigations.

**3. The number of complaints not responded to, and the time scale where they have not responded to stakeholder who have submitted FOI requests**

Please refer to Q1 with regard to complaints.

With regard to Freedom of Information (FOI) requests, the Health Board aims to respond to all FOI requests within 20 working days from the date of receipt. Please see below a table detailing the Health Boards compliance up to the end of June 2022.

Month	No. of FOI requests received	In Compliance*	% Compliance	Responses sent after 20-working days
Jul-21	41	34	83%	1 - 9 Days
Aug-21	44	40	91%	1 - 13 Days
Sep-21	52	32	62%	1 - 40 Days
Oct-21	45	27	60%	1 - 21 Days
Nov-21	42	27	64%	1 - 40 Days
Dec-21	49	32	65%	1 - 16 Days
Jan-22	82	74	90%	1 - 40 Days
Feb-22	47	40	85%	1 - 13 Days
Mar-22	43	38	88%	1 - 12 Days
Apr-22	51	50	98%	2 Days
May-22	38	38	100%	N/A
Jun-22	52	51	98%	4 Days

\* Responses sent within 20-working days.

**4. The mechanism and staff currently in post by the ABUHB including the number of complaints advocates and how they prioritise complaints**

The mechanism the Health Board follows is the National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011. Please see attached.

The number of staff in post in the Health Board as of 30<sup>th</sup> June 2022 is: 15978.

Currently there are 11.5 WTE staff employed within the Health Board whose primary role is complaints management.

**5. What is the timescale for allocation of complaints to the relevant Section in the ABUHB once a complaint is received, and what methodology, monitoring and checking process is used – numbers in last 12 months**

The Health Board's processes are in line with the attached policy detailed in Q4. Section 2 and 12, particularly page 97 outline the timescales for responses.

With regard to numbers please refer to Q1.