

Can I get the data on how many complaints were made in the last ten years, by mental health patients against mental health staff please?

346.

I need to know how many of these complaints ended up with no outcome because of "one person's word against another".

None. I can confirm that every concern raised about an individual receives a proportionate investigation, and an apology offered. As a Health Board, we take any allegation of poor practice seriously and if evidence of poor practice is found, the relevant HR policy will be invoked.