

Our Ref: lab/FOI 23-204

Direct Line: 01633 435956
FOI.ABB@wales.nhs.uk

24th April 2023

Peter Hall

request-971901-82361b7b@whatdotheyknow.com

Dear Peter Hall

Thank you for your request for information under the Freedom of Information Act, received on 14th April 2023, reference number FOI 23-204. I can confirm that the Health Board has completed a search of its records and has established that it does hold information in relation to your request below:

Please can you tell me how many complaints have been made about the health board between March 2022 and March 2023?

3,569 (includes formal and early resolution)

Please can you also tell me what the top three most complained about issues were?

1. Clinical treatment/assessment.
2. Appointments
3. Communication issues

If you are not satisfied that the information you have requested has been provided, or because of the way your request has been handled, you have the right to request a review. This would be looked into in accordance with the Information Commissioner's Office (ICO) guidelines, which state that a request for review should be received within two months of you receiving the Health Board's response to your request for information.

Please contact Rani Dash, Director of Corporate Governance, Aneurin Bevan University Health Board, Headquarters, St Cadoc's Hospital, Lodge Road, Caerleon, Newport, NP18 3XQ, email: ABB.BoardSecretary@wales.nhs.uk in the first instance if you wish to request a review.

If you are still dissatisfied at the end of the review, you have the right to take your complaint directly to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales
2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH

Telephone: 0330 414 6421
Email: wales@ico.org.uk

Yours sincerely

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke extending to the right.

Nicola Prydgodzciz
Prif Weithredwr/Chief Executive