

Our ref: IG/FOI/FOI.324.25

05 June 2025

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 14 May 2025 and subsequent clarification received on 21 May 2025, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require.

For ease of reference your request is set out below and my response follows.

Your Freedom of Information (FOI) Request:

I would like to know the following:

Q1. The length of your average response time to complaints in the 2024 calendar year.

Q2. The length of your longest response time to a complaint in the 2024 calendar year.

Q3. The number of complaints you received in the 2024 calendar year.

Q4. The length of the average time it took to fully resolve a complaint in the 2024 calendar year.

Q5. The length of the longest time to fully resolve a complaint in the 2024 calendar year.

Clarification Requested:

Please can you confirm if you require the information for formal concerns only or if you would also like the information for early resolutions.

Clarification received.

Thanks for getting back to me. Formal ones, please.

Pencadlys
Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661



Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
Tel: 01874 711661

Powys Response:

Q1. I can confirm that the average response time for complaints within Powys Teaching Health Board (PTHB) for the 2024 calendar year was 28 days.

Q2. I can confirm that the longest response time for a complaint in the 2024 calendar year was 46 days.

Q3. I can confirm PTHB received 60 complaints during the period requested.

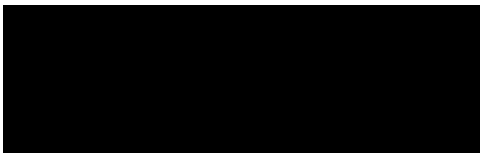
Q4. The average length of time to fully resolve a complaint in the 2024 calendar year was 28 days.

Q5. The longest time to fully resolve a complaint in the 2024 calendar year was 46 days.

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via Powys.FOI@wales.nhs.uk

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



Jayne WheelerSexton
Assistant Director of Nursing Safeguarding & Public Protection

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.