Our ref: NB/MA

Ask for: Nick Bennett

Your ref:

☏ 01656 641150

Date: 27 October 2017

✉ Matthew.aplin@ombudsman-wales.org.uk

Mr Simon Thomas
Chair of the Finance Committee
National Assembly for Wales
Cardiff Bay
CARDIFF
CF99   1NA

Dear Chair

Finance Committee – 11 October 2017
Public Services Ombudsman for Wales's Estimate Submission 2018/19

Thank you for the opportunity to give evidence to the Committee on my estimate for 2018/19 earlier this month. I welcome being able to discuss my submission and I hope that Committee Members found this useful.

I gave an undertaking to the Committee that I would provide details regarding Abertawe Bro Morgannwg University Health Board upheld complaints over the past two financial years. Additionally, I said I would provide a breakdown of complaints received by Local Authority area and this information is set out at Appendices A and B.

Yours sincerely

Nick Bennett
Ombudsman

Appendix A

2016/17 Complaints received – Breakdown by Local Authority

Local Authority	Complaints Received
Blaenau Gwent County Borough Council	12
Bridgend County Borough Council	44
Caerphilly County Borough Council	54
Cardiff Council	143
Carmarthenshire County Council	44
Ceredigion County Council	32
City and County of Swansea	52
Conwy County Borough Council	28
Denbighshire County Council	24
Flintshire County Council	39
Gwynedd Council	32
Isle of Anglesey County Council	24
Merthyr Tydfil County Borough Council	10
Monmouthshire County Council	18
Neath Port Talbot County Borough Council	38
Newport City Council	26
Pembrokeshire County Council	29
Powys County Council	54
Rhondda Cynon Taf County Borough Council	47
Torfaen County Borough Council	23
Vale of Glamorgan Council	41
Wrexham County Borough Council	46

Appendix B

Abertawe Bro Morgannwg University Health Board Upheld Complaints

The number of upheld complaints increased from 17 in 2015/16 to 24 to 2016/17. If early resolution and voluntary settlements are included, the figure would increase from 29 in 2015/16 to 42 in 2016/17.