

Complaints data

New complaints - subjects

Subject	2023/24	2022/23
Health	36%	37%
Housing	18%	18%
Complaints Handling	17%	18%
Social Services	7%	7%
Planning and Building Control	5%	4%
Other	17%	15%
Grand Total	100%	100%

New complaints - sector

Sector	2023/24	2022/23
NHS Bodies (including Health Boards, NHS Trusts, Dentist, GPs, Opticians and Pharmacists)	1279	1288
Local Authorities (including County/ County Borough Councils and School Appeal Panels)	1127	1032
Social Housing sector (housing associations)	380	348
Welsh Government and its sponsored bodies	76	61
Community Councils	19	30
Other	24	31
All sectors	2905	2790

New complaints

Health Board	2023/24		2022/23	% change from 2022/23
	Number	Received per 1000 residents	Number	
Aneurin Bevan University Health Board	175	0.30	166	5%
Betsi Cadwaladr University Health Board	214	0.31	225	-5%
Cardiff and Vale University Health Board	150	0.30	137	9%
Cwm Taf Morgannwg University Health Board	109	0.25	134	-19%
Hywel Dda University Health Board	138	0.36	104	33%
Powys Teaching Health Board	21	0.16	23	-9%
Swansea Bay University Health Board	132	0.34	137	-4%
All Health Boards	939	0.30	926	1%



County and County Borough Council	2023/24		2022/23	% change from 2022/23
	Number	Received per 1000 residents	Number	
Blaenau Gwent County Borough	15	0.22	16	-6%
Bridgend County Borough	59	0.40	55	7%
Caerphilly County Borough	56	0.32	49	14%
Cardiff Council (Incl. Rent Smart	149	0.40	142	5%
Carmarthenshire County	69	0.36	53	30%
Ceredigion County Council	32	0.45	35	-9%
Conwy County Borough Council	36	0.31	31	16%
Denbighshire County Council	31	0.32	32	-3%
Flintshire County Council	51	0.33	65	-22%
Cyngor Gwynedd	38	0.32	36	6%
Isle of Anglesey County Council	38	0.55	25	52%
Merthyr Tydfil County Borough	12	0.20	17	-29%
Monmouthshire County Council	29	0.31	23	26%
Neath Port Talbot Council	35	0.25	39	-10%
Newport City Council	52	0.32	42	24%
Pembrokeshire County Council	40	0.32	44	-9%
Powys County Council	54	0.40	38	42%
Rhondda Cynon Taf County Borough Council (Incl South Wales Parking Group)	64	0.27	54	19%
Swansea Council	82	0.34	94	-13%
Torfaen County Borough Council	15	0.16	16	-6%
Vale of Glamorgan Council	77	0.58	49	57%
Wrexham County Borough	76	0.56	65	17%
All County and County Borough Councils	1110	0.35	1020	9%



Housing Association	2023/24	2022/23	% change from 2022/23
Adra	14	15	-7%
Aelwyd Housing Association Ltd	3	1	200%
Ateb Group Ltd	1	2	-50%
Barcud	8	4	100%
Bro Myrddin Housing Association	2	0	
Bron Afon Community Housing Ltd	23	17	35%
Cadwyn Housing Association Ltd	2	6	
Cardiff Community Housing Association	4	7	-43%
Caredig	5	3	
Cartrefi Conwy	10	6	67%
Charter Housing Association (part of the Pobl	8	7	14%
Clwyd Alyn Housing Association	13	10	30%
Coastal Housing Group Ltd	8	6	33%
Cynon Taf Community Housing Group	2	4	-50%
Grwp Cynefin	7	5	40%
Hafod Housing Association	55	62	-11%
Linc Cymru Housing Association	17	14	21%
Melin Homes Ltd	6	3	100%
Merthyr Tydfil Housing Association Ltd	6	1	500%
Merthyr Valleys Homes	7	8	-13%
Monmouthshire Housing Association	1	2	-50%
Newport City Homes	16	19	-16%
Newydd Housing Association	13	9	44%
Pobl	43	23	87%



Stori Wales	2	9	-78%
Taff Housing Association	4	4	0%
Tai Calon Community Housing	10	10	0%
Tai Tarian	10	21	-52%
Trivallis	26	13	100%
Ty Gwalia (part of Pobl Group)	2	3	-33%
United Welsh Housing Association	12	16	-25%
Valleys To Coast Housing	24	19	26%
Wales & West Housing Association	16	14	14%
All Housing Associations	380	343	11%

Interventions - Health Boards

Health Board	2023/24			2022/23		
	No. of	No. of		No. of	No. of	Intervention rate
Aneurin Bevan University Health Board	73	195	37%	48	160	30%
Betsi Cadwaladr University Health Board	81	256	32%	80	231	35%
Cardiff and Vale University Health Board	34	158	22%	30	129	23%
Cwm Taf Morgannwg University Health Board	39	129	30%	37	141	26%
Hywel Dda University Health Board	55	154	36%	41	100	41%
Powys Teaching Health Board	3	21	14%	5	23	22%
Swansea Bay University Health Board	41	141	29%	33	134	25%
All Health Boards	326	1054	31%	274	918	30%



Interventions - local councils

County and County Borough Council	2023/24			2022/23		
	No. of	No. of		No. of	No. of	
Blaenau Gwent County Borough Council	1	16	6%	0	16	0%
Bridgend County Borough Council	8	59	14%	5	57	9%
Caerphilly County Borough Council	3	48	6%	6	52	12%
Cardiff Council (Incl Rent Smart Wales)	28	147	19%	26	154	17%
Carmarthenshire County Council	8	60	13%	7	60	12%
Ceredigion County Council	7	32	22%	13	44	30%
Conwy County Borough Council	0	37	0%	5	35	14%
Denbighshire County Council	6	39	15%	5	33	15%
Flintshire County Council	2	33	6%	2	33	6%
Cyngor Gwynedd	8	57	14%	5	70	7%
Isle of Anglesey County Council	10	41	24%	5	25	20%
Merthyr Tydfil County Borough Council	3	14	21%	1	18	6%
Monmouthshire County Council	3	32	9%	1	22	5%
Neath Port Talbot Council	5	34	15%	7	38	18%
Newport City Council	5	51	10%	8	48	17%

Pembrokeshire County Council	7	38	18%	3	45	7%
Powys County Council	7	53	13%	8	44	18%
Rhondda Cynon Taf County Borough Council (Incl South Wales Parking Group)	11	63	17%	2	56	4%
Swansea Council	12	77	16%	10	99	10%
Torfaen County Borough Council	2	14	14%	1	17	6%
Vale of Glamorgan Council	15	71	21%	15	53	28%
Wrexham County Borough Council	7	79	9%	6	67	9%
All County and County Borough Councils	158	1095	14%	141	1086	13%



Interventions - Housing Associations

Housing Association	2023/24			2022/23		
	No. of	No. of		No. of	No. of	
Adra	0	13		2	16	13%
Aelwyd Housing Association Ltd	0	3		0	1	
Ateb Group Ltd	0	1		0	2	
Barcud	0	8		0	4	
Bro Myrddin Housing Association	1	2		0	0	
Bron Afon Community Housing Ltd	1	20	5%	2	18	11%
Cadwyn Housing Association Ltd	0	2	0%	1	6	17%
Cardiff Community Housing Association	1	3		0	8	
Caredig	0	4		0	3	
Cartrefi Conwy	1	10	10%	2	7	29%
Charter Housing Association (Part of the Pobl Group)	2	9		0	7	
Clwyd Alyn Housing Association	1	14		0	9	
Coastal Housing Group Ltd	0	5		0	6	
Cynon Taf Community Housing Group	0	2		0	4	
First Choice Housing Association Ltd	0	0		0	1	
Grwp Cynefin	0	8		0	5	
Hafod Housing Association	8	57	14%	15	59	25%



Linc Cymru Housing Association	3	17	18%	2	13	15%
Melin Homes Ltd	0	4		0	3	
Merthyr Tydfil Housing Association Ltd	0	5		0	1	
Merthyr Valleys Homes	0	7	0%	1	8	13%
Monmouthshire Housing Association	0	1		0	4	
Newport City Homes	1	18	6%	2	18	11%
Newydd Housing Association	1	9	11%	1	10	10%
North Wales Housing	0	0		1	5	20%
Pobl	4	42	10%	3	22	14%
Rhondda Housing Association Ltd	0	1		0	8	
Stori Wales (formerly Hafan Cymru)	0	2		0	1	
Taff Housing Association	1	4	25%	2	5	40%
Tai Calon Community Housing	2	10		0	9	
Tai Tarian	2	9		0	22	
Trivallis	2	26	8%	2	15	13%
Ty Gwalia (Part Of Pobl Group)	0	2		0	3	
United Welsh Housing Association	1	13	8%	2	18	11%
Valleys To Coast Housing	3	23	13%	5	17	29%
Wales & West Housing Association	1	15	7%	1	14	7%
Grand Total	36	352	10%	44	352	13%

