

Freedom of Information Act 2000 - Request Reference Fol/21/307
Complaints against Receptionists

Request Details

1. How many complaints has the health board received about receptionists in the past 5 years? With figures for each calendar year?*

In completing a search for the information requested, Cardiff and Vale University Health Board (the UHB) has confirmed that this information is not centrally recorded or collated. To retrieve the information requested would require a manual search through individual records and the UHB considers that this would exceed the limit set within regulations for responding to a request. The UHB has therefore relied upon the Section 12 exemption ('Exemption where cost of compliance exceeds appropriate limit') of the Freedom of Information Act 2000 and is refusing your request.

The UHB has estimated that to complete the work needed to respond to this request would exceed the time limit as set within regulations to respond to a Freedom of Information Act request. Under the Act there is an allowance of two and a half days, or 18 hours, to comply with a request and the cost limit set within the fees regulations for this amount of work (18 hours) is £450 for the UHB. The fees regulations specify that the cost of complying with a request must be calculated at the rate of £25 per hour.

Under our Section 16 obligation, the duty to provide advice and assistance, I would like to inform you that we received 238 concerns during the period 01/04/2017 – 30/06/2021.

We do not have a specific code for receptionists and all Admin and Clerical staff are recorded under one staff type, therefore we would have to review each concern to establish if they related specifically to a receptionist. However, having undertaken a search, 12 of the 238 concerns logged mention receptionist in the description. Unfortunately, this does not mean that none of the others related to a receptionist so the UHB cannot guarantee that this answer is exhaustive.

2. Where possible, can you please tell me what the nature of the complaints were? If the complaints are split into categories for example and what they are if so?

The 12 concerns identified all related to attitude and behaviour of the receptionist.

3. What action was taken following the complaints?

The UHB would notify complainants that the member of staff would be managed under relevant internal HR/Disciplinary arrangements.

8 of the 12 concerns identified were resolved informally by the Directorates making contact with the complainant.

The others received a formal apology via letter.

*It should be noted that if this request relates to Receptionists within GP practices, we would not hold this information as GP's are independent contractors and manage their own concerns relating to staff.