

**Freedom of Information Act 2000 - Request Reference Fol/22/237**  
**Welsh Fertility Institute**

**Information Requested:**

Dear Cardiff and Vale University Health Board,

I am writing to request information under the freedom of information act regarding The Wales Fertility Institute. The information I am seeking is related to the Cardiff branch of The Wales Fertility Institute, not the Neath one.

- 1) How many complaints have been made about The Wales Fertility Institute services?
- 2) What percentage of those complaints were made by transgender patients
- 3) How many complaints in total were made by transgender patients?
- 4) If possible, a breakdown of the subject of complaints made regarding The Wales Fertility Institute.

**Response details:**

Cardiff and Vale University Health Board (the UHB) does not hold this information. Under Section 16 of the FOIA, which provides us with the duty to advise and assist, the UHB can inform you that even though this clinic is located in the University Hospital of Wales this service is governed by Swansea Bay University Health Board, please see below for their contact details:

Email: [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk)

or write to,

Freedom of Information Team,  
Swansea Bay University Health Board, Headquarters,  
One Talbot Gateway,  
Baglan Energy Park,  
Baglan,  
Port Talbot,  
SA12 7BR.

