

Freedom of Information Act 2000 – Request Reference FoI/24/327
Cardiff West Community Mental Health Team (Pendine Centre)

Hi, please can you tell me how many complaints the Pendine CMHT on Cowbridge Road West has received since 2020? And what the nature of those complaints were?

There were 73 complaints between 1 January 2020 to 22 May 2024.

In respect of your request for the nature of the recorded complaints, 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 of the Freedom of Information Act 2000 ('Exemption where cost of compliance exceeds appropriate limit') 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.

Can you also tell me of what percentage of complaints towards the CMHT's in Cardiff were towards the Pendine? Since 2020

16% of the complaints.