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Bosses at the Betsi Cadwaladr health board have taken on extra staff to handle the number of complaints. There was a rise of four per cent, on the previous year, of complaints received.

A spokesman for Betsi Cadwaladr said: "During 2014/15 our concerns teams concentrated on clearing a backlog of very overdue complaints responses that had built up over preceding years.

"This backlog has now been significantly reduced. It was important that we sorted this out, although doing so has had an impact on how quickly new complaints have been investigated and resolved.

"Over the last twelve months we have reviewed how our complaints processes work and have recruited additional staff into the concerns team.

"We are confident that these changes will lead to rapid improvements in our overall position."

Complaints were acknowledged within the two working day guidelines in 91% of cases in 2014/15.

This is an extract of an article. The full article can be found on the Daily Post website.