



Llywodraeth Cymru
Welsh Government

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POLICY AND STRATEGY

Statistics and research: statement on customer service and complaints

Describes our intention to provide a high level of service to all our customers.

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Contents

Service to data suppliers (#section-52286)

Service to users (#section-52288)

Service standards (#section-52290)

Contact (#section-52292)

More specifically we aim to meet the following standards of customer service. It is issued in accordance with the requirements set out in the [Code of Practice for Statistics](https://code.statisticsauthority.gov.uk/) (https://code.statisticsauthority.gov.uk/).

Service to data suppliers

We will seek to place the minimum load necessary on data providers, where possible integrating our statistical and research work across government. We will take good care of all the information provided to us and we will respect the confidentiality of all identifying information in accordance with UK General Data Protection Regulations (UK GDPR) and our accompanying [Statement on confidentiality and data access](https://gov.wales/statistics-and-research-statement-confidentiality-and-data-access) (https://gov.wales/statistics-and-research-statement-confidentiality-and-data-access).

Service to users

We will, take account of the needs of all our users in determining our statistical activities so that they remain relevant to users, and where possible, make sure that the information we provide is equally accessible to the whole community.

We welcome constructive comments on everything we do because that will help us to improve our service.

Our approach for consulting with and informing users is set out in our [user engagement strategy](https://gov.wales/statistics-and-research-user-engagement-strategy) (https://gov.wales/statistics-and-research-user-engagement-strategy).

Service standards

We value all customers' enquiries and feedback. We will provide timely and professional responses, be approachable and helpful, and make every reasonable effort to provide information that is relevant, accurate and current.

We will provide a response to your enquiry within 20 working days, in line with the requirements of the Freedom of Information Act. We understand that statistical information is often required very quickly, to feed into, for example, decisions, meetings or public speeches. Therefore we will seek to meet demand for quick turnaround where it is practical and a mutually convenient deadline can be agreed.

If you wish we will provide a spoken or written response in Welsh.

The name, address and email address to contact someone on emails, letters and everything we publish.

We will adhere to the **Welsh Government's code of practice on complaints** (<https://gov.wales/complain-about-welsh-government>). We aim to treat all complaints with courtesy and understanding and will keep you informed of progress. If a complaint warrants more than a simple explanation or apology we will acknowledge it and aim to provide a full answer within 15 working days.

Contact

Statistics

If you have a complaint about our statistics, please send it to:

Statistical Policy and Standards Team
Knowledge and Analytical Services
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

Email: stats.info.desk@gov.wales (mailto:stats.info.desk@gov.wales)

The Chief Statistician will be informed of all complaints about our statistics.

Research

If you have a complaint about any of our research fieldwork or outputs please send in to:

Social Research Quality Assurance Framework Support
Knowledge and Analytical Services
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

Email: research.advice@gov.wales (mailto:research.advice@gov.wales)

The Chief Social Researcher will be informed of all complaints about research fieldwork or outputs.

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For more information refer to our [accessibility statement](https://gov.wales/accessibility-statement-govwales) (https://gov.wales/accessibility-statement-govwales).