



Llywodraeth Cymru
Welsh Government

E-mail request

Our ref: ATISN 15182
Date: 17 August 2021

Dear

ATISN 15182

Thank you for your request which I received on 1 June 2021. I have set out at Annex 1, the questions you submitted and my response to each.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely



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MEWN POBL | IN PEOPLE

Parc Cathays • Cathays Park
Caerdydd • Cardiff
CF10 3NQ

Annex 1

MINISTERS

The number of complaints made against Welsh Government Ministers (including current and former Ministers) since 2015.

The reason for the complaint referred.

How many of these complaints resulted in disciplinary action being taken, or dismissal from the role?

Complaint	Date received	Complaint upheld / action taken
Complaint about Cabinet Secretary for Economy and Transport acting unlawfully	March 2016	Not Upheld
Complaint against the Minister for Public Services about the handling of correspondence in relation to a local authority matter	2 April 2016	Not Upheld
Complaint about Minister for Education, not acting upon the powers available to him/her in legislation, following the death of the complainant's son	27 May 2016	Not Upheld
Complaint about the Cabinet Secretary for Finance and Local Government contravening the Ministerial Code in relation to constituency matters	9 January 2017	Not Upheld
Complaints about Cabinet Secretary for Communities and Children's contributions in Plenary	27 March 2017	Not Upheld
Complaint about the Cabinet Secretary for Communities and Children about misleading the Assembly in response to the Petitions Committee re: CAF/CASS Cymru training provision	20 April / 22 May 2017	Not Upheld
Complaints about the Cabinet Secretary for Economy and Infrastructure re: accuracy of information provided in relation to the Circuit of Wales project	30 May 2017	Not Upheld
Complaint about First Minister misleading the Assembly re: Circuit of Wales	13 June 2017	Not Upheld
Complaint about First Minister misleading the Assembly re: Heads Of the Valleys Development Company (Circuit of Wales)	12 July 2017	Not Upheld
Complaint about First Minister misleading the Assembly re: Lisvane land deal in 2012	26 September 2017	Not Upheld
Complaint about FM behaviour before and after death of former Cabinet Secretary for Communities and Children	10 November 2017	N/A - closed
FM commissioned inquiry into any prior unauthorised sharing of information by the Welsh Government of information relating to the Ministerial reshuffle on 3 November 2017	4 December 2017	Not Upheld
FM referred allegation that he breached the	5 December 2017	Not Upheld

Ministerial Code in relation to answers given to the National Assembly on November 11th 2014 and November 14th 2017 (Written Assembly Questions and Oral Assembly Questions).		
Complaint about First Minister not following due process in relation to removal of former Cabinet Secretary for Communities and Children from Government	8 December 2017	N/A - closed
Complaint about Cabinet Secretary for Economy and Transport breaching Ministerial Code in relation to not responding to request re: TrawsCymru bus network timetable	21 December 2017	Not Upheld
Complaint about the Cabinet Secretary for Health and Social Services in relation to him not responding fully to concerns raised about the dangers of Electro Magnetic Frequencies (radio frequencies, WiFi etc.).	9 February 2018	Not Upheld
Complaint Cabinet Secretary for Energy, Planning and Rural Affairs and First Minister breached Code in respect of correspondence with complainant about the refusal of planning permission for a Hotel and Spa on Valley Enterprise Park in Monmouth.	21 February 2018	Not Upheld
Complaint about the First Minister misleading the Assembly in relation to his attendance at the ceremony to rename the Severn Bridge	6 July 2018	Not Upheld
Complaint about the Minister for Welsh Language and Lifelong Learning not declaring her husband was a GP in relation to her role in deciding whether the Welsh Language Standards should apply to GP practices	11 June 2018	Not Upheld
Complaint about the decision by the Minister for Welsh Language and Lifelong Learning to abolish the Welsh Language Commissioner following responses to the White Paper "Striking the right balance: proposals for a Welsh Language Bill".	4 June 2018	Not Upheld
Complaint against the Leader of the House and Chief Whip about declaration of interests	27 July 2018 Follow up received 20 August 2018	Not Upheld
Complaint re: conduct of Minister for Economy, Transport and North Wales at constituency surgery and Ministerial decision making in relation to Wales and West Housing Association and purchase of land/houses	18 February 2019	Not Upheld
Complaint regarding the intervention of the Deputy Minister for Culture, Tourism & Sport during the appointment process of the National Librarian.	27 March 2019	Not Upheld
Complaint against Minister for Economy and Transport that he instructed Transport	15 July 2019	Not Upheld

for Wales staff not to accept any further complaints from a complainant.		
Complaint against the First Minister and the Minister for Health and Social Services that they had not complied with the law; protected the integrity of public life; and observed the Seven Principles of Public Life in relation to the application of the Equality and Human Rights Act by Health and Care Research Wales and HEFCW.	22 July 2019	Not Upheld
Complaint regarding Minister for Environment, Energy and Rural Affairs addressing a constituency issue as a Minister	30 September 2019	Not Upheld
Complaint in respect of decision-making by Minister for Economy and Transport in relation to the Bus Services Support Grant.	8 October 2019	Not Upheld
Complaint about Minister for International Relations and the Welsh Language allegedly influencing the Commissioner's enforcement regime	19 December 2019	Not Upheld
Complaint regarding Deputy Minister and Chief Whip – campaigning against hospital ward closures	12 February 2020	Not Upheld
Complaint regarding Minister for Health and Social Services swearing in virtual plenary session	30 April 2020	Not Upheld
Complaint regarding Minister for Health and Social Services blocking a member of the public on Twitter	26 April 2020	Not Upheld
Complaint against Minister for Housing and Local Government – that Ministerial Code has been breached whilst making a planning decision	30 April 2020	Not Upheld
Complaint against Minister for Economy and Transport - decision to fund a new road at Llanbedr in Gwynedd.	02 November 2020	Not Upheld
Making announcements to the Senedd before the Media	01 February 2021	Not Upheld
Complaint against the First Minister for using his Ministerial zoom account to join a zoom meeting as a Member of the Senedd	10 November 20	Not Upheld
Complaint against the First Minister about whether a Ministerial Car was used for a Ministerial visit		Not Upheld
Complaint that the Minister for Health and Social Services misled the Senedd	27 January 2021	Not Upheld
Complaint that Minister for Education had not properly dealt with a complaint against a college	24 March 2021	Not Upheld
Complaint against Minister for Economy, Transport and North Wales about bus services	30 March 2021	Not Upheld
Complaint against Minister for Health and Social Services for the use of an expression - "man-flu"	19 March 2021	Not Upheld

Sixth Senedd		
The Minister for Environment, Energy and Rural Affairs did not exercise her powers accordingly to intervene in a dispute over fly-tipping	11 May 2021	Ongoing

OFFICIALS

The number of complaints made against other Welsh Government officials (including current and former officials) since 2015.

The reason for the complaint referred.

How many of these complaints resulted in disciplinary action being taken, or dismissal from the role?

Details of Complaint	Date of Complaint	Complaint upheld / action taken
Conduct of Care Inspectorate Wales (CIW) inspector	14 June 2017	Not Upheld
Conduct of CIW inspector	08 September 2017	Not Upheld
Conduct of CIW inspector	6 November 2017	Not Upheld
Member of staff discriminating during telephone call	10 November 2017	Not Upheld
Conduct of CIW inspector	21 December 2017	Not Upheld
Member of staff unprofessional and provided incorrect information during phonecall	4 July 2017	Not Upheld
Member of staff provided information and later denied the conversation took place	5 February 2018	Not Upheld
Discourteous staff at Castell Coch	11 April 2018	Upheld
2 members of staff's handling of telephone conversation	11 April 2018	Not Upheld
Conduct of CIW inspector	14 May 2018	Upheld
Attitude of staff	08 June 2018	Not Upheld
Member of staff failing to return calls	19 June 2018	Partially Upheld
Conduct of CIW inspector	23 July 2018	Not Upheld
Investigating officer relaying confidential information	28 August 2018	Upheld
Conduct of member of staff	13 September 2018	Upheld
3 complaints against 3 members of staff First Point of Contact Centre (FPCC)	20 September 2018	Partially Upheld
Conduct of CIW inspector	03 October 2018	Not Upheld
Conduct of CIW inspector	29 October 2018	Partially Upheld
CAFCASS – Data breach	30 October 2018	Partially Upheld
Conduct of CIW inspector	27 November 2018	Not Upheld
Conduct of CIW inspector	30 January 2019	Not Upheld
Conduct of CIW inspector	29 January 2019	Not Upheld
Conduct of CIW inspector	19 February 2019	Not Upheld
Conduct of CIW inspector	19 February 2019	Not Upheld
Conduct of farm liaison officer	29 August 2019	Upheld
Staff member abusing her position	6 September 2019	Not Upheld
Conduct of CIW inspector	13 September 2019	Not Upheld
Conduct of CIW inspector	13 September 2019	Not Upheld
Conduct of member of CAT	5 November 2019	Not Upheld
Rudeness and inefficiency of staff member	11 December 2019	Not Upheld
Staff not providing a good service	20 January 2020	Not Upheld
Conduct of CIW inspector	24 January 2020	Not Upheld
Conduct of CIW inspector	11 February 2020	Partially Upheld

Conduct of member of staff	02 March 2020	Not Upheld
Handling of telephone call	01 July 2020	Upheld
Contact with FPCC – member of staff	20 July 2020	Upheld
Contact with FPCC – member of staff	28 August 2020	Upheld
Handling of telephone call	02 October 2020	Upheld
Member of staff accessing social media account	18 September 2020	Not Upheld
Handling of telephone call	02 November 2020	Upheld
Conduct of CIW inspector	02 March 2021	Not Upheld
Handling of telephone call FPCC	25 February 2021	Not Upheld
Conduct of CIW inspector	22 March 2021	Partially Upheld
CIW victimising son	06 April 2021	Partially Upheld
Conduct of member of staff	15 April 2021	Not Upheld
Conduct of member of Case Advisory Team	09 April 2021	Not Upheld
Conduct of member of staff	20 April 2021	Not Upheld
Member of staff abusing position	26 April 2021	Not Upheld
Member of staff passing information on to company	07 June 2021	Ongoing

Please note. Unless otherwise stated, the complaints (where they were not upheld) did not result in any disciplinary action or dismissal from the role.