



5 January 2022

Dear ,

**Complaint in respect of Request for Information – reference ATISN 15694**

I refer to your email of 10 December complaining about the response to your recent information request.

I have considered your complaint in accordance with the procedure outlined in the [Welsh Government's Practical Guide for Making Requests for Information](#) which is available by post on request or via the internet.

I have reviewed all of the correspondence in relation to this matter. In your original information request you asked *How many staff within Cafcass Cymru, have threatened or have actually whistle blown when handling information where there is concern or awareness that policies, procedures, processes and laws have been ignored, broken or evaded within Cafcass Cymru.*

Cafcass Cymru is part of the Welsh Government and all Cafcass Cymru staff have access to the Welsh Government whistleblowing policy arrangements. In responding to your request, Welsh Government officials responsible for this area of work were consulted. They reported no records are held of cases involving Cafcass Cymru staff.

I am therefore satisfied the information provided in response to your request is correct and I am unable to uphold your complaint.



If you remain dissatisfied with this response you 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

Telephone: 0303 123 1113  
Website: [www.ico.org.uk](http://www.ico.org.uk)

Also, if you think that there has been maladministration in dealing with your request, you have the option to make a complaint to the Public Services Ombudsman for Wales who can be contacted at:

Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae  
Pencoed  
Bridgend  
CF35 5LJ

Telephone: 0845 6010987 (local rate)  
Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

Yours sincerely

**Matthew Pinnell**  
**Deputy Chief Executive**  
**Cafcass Cymru**

**Rydym yn croesawu gohebiaeth Gymraeg. Cewch ateb Cymraeg i bob gohebiaeth Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.**

**We welcome correspondence in Welsh. Correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not involve any delay.**

**Tîm Cefnogaeth Ganolog** ▪ **Central Support Team**  
Cafcass Cymru  
Sarn Mynach  
Cyffordd Llandudno ▪ Llandudno Junction  
Conwy  
LL31 9RZ

Mae CAFCASS Cymru yn  
rhan o Lywodraeth Cymru

CAFCASS Cymru is part of  
the Welsh Government



Llywodraeth Cymru  
Welsh Government