

Dear

12 July 2022

Request for Information – ATISN 16397

I wrote to you on 28 June regarding your request for information.

Information requested

1. A copy of the following documents;
 - a) The Welsh Government complaints procedure
 - b) FOI Procedure
 - c) DP SAR Procedure
2. How many complaints have been received regarding road works over the last 6 years
3. How much compensation has been paid over the last 6 years regarding road works
4. How many people have been refused compensation
5. How many people have been ignored when they requested compensation and told to log a complaint after the roadworks had finished
6. How evidence is gathered regarding the dates and times signs are positioned to tell the road user there will be roadworks
7. How evidence is gathered regarding the time flashing signals are switched on
8. Why red triangle signs are used if there are allegedly signs erected already and how you gather evidence that diversion signs are in position
9. Why the team persist in saying nobody complained - does that mean we are none existent?
10. if the officers who have replied to me just simply type up what their third party has told them and believe them without any evidence.
11. I would also like to know if you have a complaints procedure or if you just log everything as an enquiry.

Our Response

I can confirm the Welsh Governments holds some information captured by your request.

For question 1, the Welsh Government complaints procedure is available at the following link:

<https://gov.wales/complain-about-welsh-government>

The FOI Procedure is available at the following link:

<https://gov.wales/requesting-information-welsh-government-html>

The DP SAR Procedure is available at the following link:

<https://gov.wales/statistics-and-research-data-sharing-statistical-and-research-purposes>

For question 2, the Welsh Government is responsible for strategic road network (SRN) across Wales and this falls within many local authority areas. The local road network is the responsibility of the relevant local authority to maintain. We do not hold the information for your second question, as our records do not relate to local authority areas where the SRN may pass through but instead to the route/road number as a means of location along with the junctions where relevant – please contact the relevant local authorities for any further information relating to their roads.

For question 3, within the last six years, no compensation has been paid by the Welsh Government in respect of third-party claims associated with road works signage on our Network.

For question 4, all third-party claims are accepted and investigated. In the last six years, one claim in respect of roadworks signage was denied in the financial year 2016-2017, based on the evidence provided.

For question 5, all third-party claims are accepted and investigated. Complaints are responded to by the Welsh Government's Correspondence Unit and/or the Welsh Government's Complaints Team.

For question 6, we are not aware of anyone being ignored when requesting compensation, nor told to log a complaint after the roadworks has finished. Every complaint and compensation application is reviewed and responded to within the appropriate timescales.

For questions 7 and 8, it is unclear to me which signs and flashing signals you are referring to i.e. yellow information boards or traffic manage signs facilitating the road closure. Please provide some clarification and I will respond in a separate letter.

For question 9, apart from your complaint, neither our Agent nor the Welsh Government received any other complaints in respect of the Nant yr Ehedydd Resurfacing Scheme.

For question 10, the Welsh Government's Claims Investigation Unit (WGCIU) accepts and investigates all third-party claims made against the Welsh Ministers (highway authority for all trunk roads and motorways in Wales). WGCIU investigate the claims by interrogating all documentary evidence provided by the claimant and WG's relevant Agent. The claim decision is notified to the claimant and the reasoning.

For your final question, please refer back to the link we sent you on 15 June 2022 for access to the Welsh Government's Complaints Procedure.

Next steps

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