

11 October 2022

Dear ,

Information requested FOI ATISN 16650

Thank you for your request which we received on 12 September. You asked for:

1. The number and details of any complaints, verbal or written, received between 01/01/2019 and 06/09/2022 by the Welsh Government regarding the EHE consultation meetings held in 2019.

Note, I would define a “complaint” as an expression of dissatisfaction and/or a statement that something is unsatisfactory or unacceptable. I am therefore seeking further information regarding expressions of dissatisfaction regarding the format/content/facilitation of the 2019 consultation events held by Welsh Government with a range of stakeholders, including home educating families.

Details to include:

- *The number of and copies of any complaints received via the formal Welsh Government complaints procedure*
- *The number of and copies of all statements of dissatisfaction expressed in written feedback at the consultation events in 2019 on any aspect of the consultation events themselves (note, I am seeking views on the format/content/facilitation consultation events rather than views on the proposals to EHE)*
- *Copies of any records made of the verbal feedback provided by consultation attendees to the facilitators/organisers/managers of the consultation events of 2019 on the day of the events*
- *Copies of any records made of the verbal feedback provided by consultation attendees to the facilitators/organisers/managers of the consultation events of 2019 after the events*
- *Copies of any written statements of dissatisfaction regarding the 2019 consultations sent by event attendees or other interested parties after the events and received by*
 - a) Welsh Government staff responsible for organising/running the events*
 - b) Anyone within the Education Directorate including Geoff Goss, Kirsty Williams, or Jeremy Miles*

2. Please detail and describe any form of complaints process put in place for consultation attendees to be able to record their dissatisfaction with any aspect of the consultation meetings. How was this complaints process made accessible to event attendees?

Our response

We wrote to you on September 16 outlining that your request as written would be likely to exceed the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. This is because Welsh Government has a clear definition of a complaint, as outlined in our [complaints procedure](#).

The definition of complaint that you have asked us to provide information on is far wider than this. "Statements of dissatisfaction" are not recorded centrally, and as they could have also been made in passing to any department within Welsh Government using any form of wording. To identify whether any information was held we would need to read every piece of correspondence on Elective Home Education that has been received by between 01/01/2019 and 06/09/2022 to see if any contained any expression of dissatisfaction.

We advised that you that you may wish to refine your request by narrowing its scope to formal complaints, as it is likely that your current request will exceed the appropriate limit. As we haven't had any response regarding this, we are refusing your request under s12 of the Freedom of Information Act on the grounds that dealing with it would exceed the appropriate limit.

In relation to point 2 of your requests, as with any consultation there was an opportunity for attendees to air their views in line with the consultation process. There was no formal complaints process as part of this.

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: freedomofinformation@gov.wales

Please remember to quote the ATISN reference number above.

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

Yours sincerely