



Our ref: ATISN 18712  
Date: 27 July 2023

Dear \_\_\_\_\_,

**ATISN 18712**

Thank you for your request which was received on 11 July 2023, you asked for the following information:

1. *The total number of complaints received by Welsh Government - in the last financial or calendar year - and resolved under Stage 1 of your corporate complaints process within the target time period of 10 working days.*

**Response - 13**

2. *The total number of complaints received and escalated - in the last financial or calendar year - and resolved under Stage 2 of your corporate complaints process within the target time period of 20 working days.*

**Response - 27**

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 e-mail: [Freedom.ofinformation@gov.wales](mailto: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

Telephone: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

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

Yours sincerely