

6 July 2023

Dear

ATISN 18658

Thank you for your request which was received on 28 June 2023. Following our responses to you under ATISN 17450, 18534 and 18603, you asked for the following information:

For the years 2020, 2021 and 2022, total number of complaints against Welsh Government in which a response was given that the complaint was not maladministration or was categorised as ineligible for any other reason. To be broken down by division and directorate.

Welsh Government's complaints policy allows us to consider complaints about our administrative actions but also sets out what the procedure will not cover – more details can be found here [How to make a complaint about Welsh Government \[HTML\] | GOV.WALES](#) Therefore upon writing to Welsh Government, a complaint will either be upheld or not – but a complaint would not be 'rejected'.

Where a complaint is received but it is concluded it does not meet the criteria of our procedure, it will therefore be handled as an enquiry and passed to the applicable business area of Welsh Government for a response.

I can confirm therefore that other than the complaints information previously provided to you, Welsh Government does not hold any other information/statistics on complaints nor every enquiry that has been received – which would answer the latest questions you have submitted.

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

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

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

Yours sincerely