

Date 06/01/2026

Dear

Internal Review – ATISN 26335

Thank you for your email of 12th December 2025 requesting an internal review of the Welsh Government's handling of your Freedom of Information request ATISN 26335.

I have conducted a thorough review of the original response and considered each of the points you have raised. I set out my findings below.

Officials appear to have misunderstood your request for data. They interpreted it as a request for aggregated data covering complaints received by the Complaints Advice Team between November 2024 and May 2025, rather than individual data. I apologise for this misunderstanding.

I provide below a correction to your initial FOI request.

How many complaints were received by the Complaints Advice Team at the email address as published in the complaint's procedure, namely '**complaints@gov.wales**'?

November 2024 - 27

May 2025 - 26

How many of those complaints received were Stage 1 complaints?

November 2024 - 0

May 2025 - 2

How many of those complaints received were Stage 2 complaints?

November 2024 - 2

May 2025 - 3

How many of those Stage 1 complaints were responded to (irrespective of within the calendar month under consideration or later)?

November 2024 - 0

May 2025 – 2

How many of those Stage 2 complaints were responded to (irrespective of within the calendar month under consideration or later)?

November 2024 - 2

May 2025 - 3

I understand there may be a perception that the Complaints Advice Team has responded to fewer than a quarter of complaints received. However, this is not accurate. Correspondence sent to **complaints@gov.wales** that falls outside the scope of our **complaints policy** is referred to the appropriate Welsh Government department for a response. I hope this answers your query regarding the categorisation of complaint received and those which are not Stage 1 or 2.

The Complaints Advice Team has no record of receiving a complaint from you in November 2024. We would be grateful if you could kindly resend your original email showing where it was sent to **complaints@gov.wales**, so that we can review it directly.

Conclusion

I accept that the Welsh Government could have provided more detailed response and not aggregated the monthly figures. I apologise for any inconvenience caused.

If you are dissatisfied with my response to your complaint or if you feel that your complaint has not been considered properly; I should remind you of your option to refer the matter to the Information Commissioner. The Information Commissioner can be contacted online at **www.ico.org.uk** or at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF.

Telephone: 0303 1231113 For complaints: **Make a complaint | ICO**

Best Regards,

Head of Business Strategy and Planning