

20 May 2026

Dear

ATISN 26912

Thank you for your request which I received on 21st April 2026. You requested the following information: Our replies are provided directly beneath each of your points.

For each of the last five calendar years (2019–2024 inclusive):

1. The total number of Stage 2 complaints considered by the Welsh Government.

April 2019 – March 2022 - No data held

April 2022 – March 2023 - 18 Stage 2 complaints.

April 2023 – March 2024 - 32 Stage 2 complaints.

2. The number of Stage 2 complaints that were:

- *upheld in full,*
- *upheld in part,*
- *not upheld.*

Data not held, we have conducted searches of the relevant complaints recording systems and records held by the Complaints Advice Team. Following these searches, I can confirm that we do not hold any recorded information within the scope of your request.

3. If recorded, the number of Stage 2 reviews in which the reviewer identified:

- *procedural error,*
- *factual inaccuracy,*
- *failure to answer questions,*
- *failure to follow internal policy,*
- *or maladministration.*

We have conducted searches of the relevant complaints recording systems and records held by the Complaints Advice Team. Following these searches, I can confirm that we do not hold any recorded information within the scope of your request.

In accordance with the Welsh Government's privacy notice and our obligations under the Freedom of Information Act, we are unable to disclose the requested data as it is not held by this department.

The information sought falls outside the scope of our recorded records and therefore cannot be provided in response to your FOI request.

This approach is consistent with our data handling policies, which ensure that only information that is held and recorded by the Welsh Government is considered for disclosure.

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 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

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,