

16 July 2026

Dear

Complaint in respect of ATISN 26912 – Stage 2 complaints

Thank you for your email of 20 May 2026 requesting an internal review of the Welsh Government's handling of your Freedom of Information request ATISN 26912.

I have considered your complaint in accordance with the procedure outlined in the [Welsh Government's Practical Guide for Making Requests for Information](#) which is available by post on request or via the internet.

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.

1.Failure to conduct adequate searches (FOIA s.1(1))

Welsh Government failed to undertake a comprehensive search for the information requested. Initial searches undertaken did include the Welsh Government's central system, and Customer Management system, other systems only retain information for one year, therefore information would be out of scope of the request, there are no files containing any responses, case outcomes or any form of statistics for that date range.

Whilst conducting My review I also made searches of the above sources and confirm the initial response was correct; however, the initial response did not include other, wider areas of the Welsh Government – so I find that this aspect is upheld.

2. Contradiction within the response

“April 2022 – March 2023 – 18 Stage 2 complaints.
April 2023 – March 2024 – 32 Stage 2 complaints.”

It is not possible to know the number of Stage 2 complaints without holding the underlying complaint files, investigation reports, and outcome letters. The claim that the Welsh Government holds zero recorded information about the outcomes or findings of these investigations is internally contradictory and cannot be correct.

The original data regarding the number of Stage 2 complaints was taken from published reports, without the underlying files, however, on the grounds that the Welsh Government did not undertake a comprehensive search of our records as outlined above, I find that this aspect is upheld.

3. Misapplication of “information not held”. Under FOIA, information is “held” if:

- it exists in recorded form,
- it is held by any part of the authority, or
- it is held on behalf of the authority.

The Welsh Government did not undertake a sufficiently detailed search of our records; limited searches were made of the Complaints monitoring systems and did not extend to other areas of the Welsh Government - I find that this aspect is upheld.

4. Failure to consider information held in individual case files

The Welsh Government did not undertake a sufficiently detailed search of our records; limited searches were made of the Complaints monitoring systems and did not extend to other areas of the Welsh Government - following my review I have concluded that the initial search for information was too narrow and your complaint has been upheld.

Your initial request asked for-

1. *The total number of Stage 2 complaints considered by the Welsh Government.*
2. *The number of Stage 2 complaints that were:*
 - o *upheld in full*
 - o *upheld in part*
 - o *not upheld*
3. *Where recorded, the number of Stage 2 reviews in which the reviewer identified:*
 - o *procedural error*
 - o *factual inaccuracy*
 - o *failure to answer questions*
 - o *failure to follow internal policy*
 - o *maladministration*

Please find attached below the Information from my updated search.

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

2. The number of Stage 2 complaints that were:

- *upheld in full*
- *upheld in part*
- *not upheld*

Please find the following information:

	Stage 2 Complaints Rec'd	Upheld	Partially Upheld	Not Upheld
2019	46	0	12	34
2020	35	0	16	19

2021	30	1	6	23
2022	17	2	5	10
2023	19	0	10	9
2024	12	0	6	6
Total	159	3	55	101

3. Where 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
- Maladministration

	Procedural error	Factual inaccuracy	Failure to answer questions	Failure to follow internal policy	Maladministration
2019	2			1*	
2020	8				1
2021	3				
2022	2			1	
2023	9				
2024	3				1
Total	27			2	2
<i>Note: these figures should be interpreted with caution as these complaints could fall under more than one of these categories, and these categories are all examples of maladministration.</i> * 1 complaint upheld in part - Improvements recommended to internal processes.					

All centrally held complaints data was interrogated and checked as part of the review; however, information held locally within individual subject areas was not identified or included in the initial search, and the initial response did not include other areas of the Welsh Government – so I find that your complaint is upheld.

We strive to uphold high standards in responding to requests for information and will ensure that learning from this review is used to improve the way future searches are scoped and undertaken.

Next steps

If you remain dissatisfied with this response 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

Website: www.ico.org.uk

Yours sincerely

Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government