

From: Redacted(OEG - HR Planning & Delivery) **On Behalf Of** Complaints - Cwynion
Sent: 09 July 2026 13:46
To: Redacted(LGHRRS - Homes & People) <REDACTED >
Cc: REDACTED (LGHRRS - Homes & People) <REDACTED >; REDACTED (LGHRRS - Homes & People) <REDACTED >; REDACTED (LGHRRS - Homes & People) <REDACTED >; Complaints - Cwynion <Complaints@gov.wales>
Subject: RE: Guidance on appropriateness to respond to TO/SG/05380/26 TO Correspondence Due 22/07/2026 HMO licensing framework Scanned Mail linked to TO/JB/01154/25

Hi Redacted,

Apologies for the delay in responding. My recommendation would be to issue a TO response advising that, should he remain dissatisfied with the outcome of his complaint, he may wish to refer the matter to the PSOW. Based on my recollection of this case, officials have already provided CG with appropriate and comprehensive responses and I do not believe there is anything further we can reasonably add. In my view, not responding at all is likely to exacerbate the situation rather than resolve it.

Happy to discuss, please let me know if you'd like the contact details to for the PSOW.

Thanks,

Redacted

Redacted

[Rheolwr Cwynion](#) / Complaints Manager
[Y Tîm Cyngori ar Gwynion](#) / Complaints Advice Team
[Gweithrediadau a Chyflenwi AD](#) / HR Operations and Delivery
[Cyfarwyddiaeth Pobl a Lleoedd](#) / People and Places Directorate
[Llywodraeth Cymru](#) / Welsh Government

From: Redacted(LGHRRS - Homes & People) <REDACTED >
Sent: 03 July 2026 15:03
To: Complaints - Cwynion <Complaints@gov.wales>
Cc: REDACTED (LGHRRS - Homes & People) <REDACTED >; REDACTED (LGHRRS - Homes & People) <REDACTED >; REDACTED (LGHRRS - Homes & People) <REDACTED >
Subject: RE: Guidance on appropriateness to respond to TO/SG/05380/26 TO Correspondence Due 22/07/2026 HMO licensing framework Scanned Mail linked to TO/JB/01154/25

Here you go

Kind Regards

Redacted

RedactedRedacted

Pennaeth Polisi Tai'r Sector Preifat || Head of Private Sector Housing Policy
Polisi Tai a Rheoleiddio || Housing Policy and Regulation
Y Grŵp Llywodraeth Leol, Tai, Gwydnwch Gwledig a Chynaliadwyedd || Local Government, Housing, Rural Resilience and Sustainability Group
Llywodraeth Cymru || Welsh Government

Ffôn | Tel: + REDACTED

E-bost | E-mail: REDACTED

From: Redacted(OEG - HR Planning & Delivery) <REDACTED> **On Behalf Of** Complaints - Cwynion

Sent: 03 July 2026 15:02

To: Redacted(LGHRRS - Homes & People) <REDACTED>; Complaints - Cwynion
<Complaints@gov.wales>

Cc: REDACTED (LGHRRS - Homes & People) <REDACTED>; REDACTED (LGHRRS - Homes & People) <REDACTED>; Redacted(LGHRRS - Homes & People) <REDACTED>

Subject: RE: Guidance on appropriateness to respond to TO/SG/05380/26 TO Correspondence Due 22/07/2026 HMO licensing framework Scanned Mail linked to TO/JB/01154/25

Hi Redacted,

Apologies if I have missed it in the links, can you send me the attachment from the commissioning email please? 01 July 2026 09:50.

Thanks,

Redacted

Redacted

[Rheolwr Cwynion](#) / Complaints Manager

[Y Tîm Cyngori ar Gwynion](#) / Complaints Advice Team

[Gweithrediadau a Chyflenwi AD](#) / HR Operations and Delivery

[Cyfarwyddiaeth Pobl a Lleoedd](#) / People and Places Directorate

[Llywodraeth Cymru](#) / Welsh Government

From: Redacted(LGHRRS - Homes & People) <REDACTED>

Sent: 03 July 2026 14:51

To: Complaints - Cwynion <Complaints@gov.wales>

Cc: REDACTED (LGHRRS - Homes & People) <REDACTED>; REDACTED (LGHRRS - Homes & People) <REDACTED>; REDACTED (LGHRRS - Homes & People) <REDACTED>

Subject: Guidance on appropriateness to respond to TO/SG/05380/26 TO Correspondence Due 22/07/2026 HMO licensing framework Scanned Mail linked to TO/JB/01154/25

Importance: High

Afternoon,

Please can you review the below thread and linked documents to provide advise if it is appropriate for us to issue a response please? Our response to the recently received treat official would not be any different to the original response that raised a complaint in Feb earlier this year. The complaint was escalated to stage 2 complaint.

I am on leave next week so copying in colleagues so they are sighted and can progress while I am away.

Kind Regards

Redacted

RedactedRedacted

Pennaeth Polisi Tai'r Sector Preifat || Head of Private Sector Housing Policy
Polisi Tai a Rheoleiddio || Housing Policy and Regulation
Y Grŵp Llywodraeth Leol, Tai, Gwydnwch Gwledig a Chynaliadwyedd || Local Government, Housing, Rural Resilience and Sustainability Group
Llywodraeth Cymru || Welsh Government

Ffôn | Tel: + REDACTED
E-bost | E-mail: REDACTED

From: REDACTED (LGHRRS - Social Housing Regulator & Strategic Bus) <REDACTED> **On Behalf Of** Government Business H&R – TacA Busnes y Llywodraeth

Sent: 01 July 2026 12:50

To: Redacted(LGHRRS - Homes & People) <REDACTED>; Government Business H&R – TacA Busnes y Llywodraeth <Housing&RegenerationGovernmentBusiness@gov.wales>; H&R Housing Affordability Branch <HandR-HousingAffordabilityBranch@gov.wales>

Subject: RE: TO/SG/05380/26 TO Correspondence Due 22/07/2026 HMO licensing framework Scanned Mail linked to TO/JB/01154/25

Thanks Redacted– it's a TO so we'll get it set up and allocate to you guys for answer as normal.

REDACTED

[Tîm Busnes y Llywodraeth](#) / Government Business Team
[Is-adran Polisi Tai a Rheoleiddio](#) / Housing Policy and Regulation Division
[Cyfarwyddiaeth Tai ac Adfywio](#) / Housing and Regeneration Directorate
[Y Grŵp Llywodraeth Leol, Tai, Newid Hinsawdd a Materion Gwledig](#) / Local Government, Housing, Climate Change and Rural Affairs Group
[Llywodraeth Cymru](#) / Welsh Government
[Parc Cathays](#) / Cathays Park
[Caerdydd CF10 3NQ](#) / Cardiff CF10 3NQ
Ffôn / Tel: REDACTED
E-bost / E-mail: REDACTED

From: Redacted(LGHRRS - Homes & People) <REDACTED >
Sent: 01 July 2026 12:26
To: Government Business H&R – TacA Busnes y Llywodraeth
<Housing&RegenerationGovernmentBusiness@gov.wales>; H&R Housing Affordability
Branch <HandR-HousingAffordabilityBranch@gov.wales>
Subject: RE: TO/SG/05380/26 TO Correspondence Due 22/07/2026 HMO licensing
framework Scanned Mail linked to TO/JB/01154/25

Afternoon,

Yes, I have prior knowledge of this correspondence.

[Here](#) is the initial interministerial between former cab members (dated Dec last year), the constituent was Redacted. Redacted then replied and a TO was drafted, with support and advice from legal services, [objective:\id:fA4834393](#).

The individual then raised a complaint HR-1109419-Y5Q4 (received 13 Feb 2026) and the response is [here](#)

The stage two complaint was thoroughly reviewed, the outcome was that the complaint was not upheld as the investigator felt his answers were resolved, but simply did not provide the outcome he was hoping for.

We could draft a response from Cabinet Minister; however the legal position will not change and we would not have a different response to issue.

Let me know if you need anything else, happy to take a call if easier.

Kind Regards

Redacted

RedactedRedacted

Pennaeth Polisi Tai'r Sector Preifat || Head of Private Sector Housing Policy
Polisi Tai a Rheoleiddio || Housing Policy and Regulation
Y Grŵp Llywodraeth Leol, Tai, Gwydnwch Gwledig a Chynaliadwyedd || Local
Government, Housing, Rural Resilience and Sustainability Group
Llywodraeth Cymru || Welsh Government

[Ffôn](#) | Tel: + REDACTED
[E-bost](#) | E-mail: REDACTED

From: REDACTED (LGHRRS - Social Housing Regulator & Strategic Bus) <REDACTED> **On
Behalf Of** Government Business H&R – TacA Busnes y Llywodraeth
Sent: 01 July 2026 10:15
To: H&R Housing Affordability Branch <HandR-HousingAffordabilityBranch@gov.wales>

Cc: Government Business H&R – TacA Busnes y Llywodraeth

<Housing&RegenerationGovernmentBusiness@gov.wales>

Subject: FW: TO/SG/05380/26 TO Correspondence Due 22/07/2026 HMO licensing framework ScannedMail linked to TO/JB/01154/25

Good morning,

We just wanted to check if you have any prior knowledge of this correspondence, or if it is one Planning or the complaints team may have handed. If you could let us know that would be great.

Kind regards

REDACTED

[Tîm Busnes y Llywodraeth](#) / Government Business Team

[Is-adran Rheoleiddiwr Tai Cymdeithasol & Busnes Strategol](#) / Social Housing Regulator & Strategic Business Division

[Cyfarwyddiaeth Tai ac Adfywio](#) / Housing and Regeneration Directorate

[Y Grŵp Llywodraeth Leol, Tai, Newid Hinsawdd a Materion Gwledig](#) / Local Government, Housing, Climate Change and Rural Affairs Group

[Llywodraeth Cymru](#) / Welsh Government

[Merthyr CF48 1UZ](#) / Merthyr CF48 1UZ

[Ffôn](#) / Tel: REDACTED

[E-bost](#) / E-mail: REDACTED

From: Freedom of Information Officer <Freedomofinformation@gov.wales>

Sent: Wednesday, 22 April 2026 14:09:20 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

To: Complaints - Cwynion <Complaints@gov.wales>

Subject: RE: Freedom of Information request C. Redacted - Stage 2 Complaint Outcomes (2019–2024)

Redacted,

Already done. Issued under ATISN 26912

Redacted

Redacted

Swyddog Rhyddid Gwybodaeth / Freedom of Information Officer

For all FoI casework enquires please address your enquiry

to Freedom.ofinformation@gov.wales and include the ATISN number in the subject line

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED>On Behalf Of Complaints - Cwynion <Complaints@gov.wales>

Sent: Wednesday, 22 April 2026 13:59:27 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

To: Freedom of Information Officer <Freedomofinformation@gov.wales>

Cc: REDACTED - HR Planning & Delivery) < REDACTED >; REDACTED (CSI - HR Planning & Delivery) < REDACTED >; Redacted(CSI - HR Planning & Delivery) < REDACTED >; Complaints - Cwynion <Complaints@gov.wales>

Subject: FW: Freedom of Information request C. Redacted - Stage 2 Complaint Outcomes (2019–2024)

Afternoon FOI,

Please see below the request (*highlighted in yellow*) submitted by Mr Redacted Redacted following the release of his Stage 2 complaint response.

I would be grateful if this could be formally logged on your side, please.

Katie / Ian – for awareness.

Regards

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted <Redacted>

Sent: Tuesday, 21 April 2026 16:52:31 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

To: Complaints - Cwynion <Complaints@gov.wales>; foi@gov.wales <foi@gov.wales>

Subject: Re: URGENT TO-JB/01154/25 Response

Subject: Stage 2 Complaint Outcome – Request for Clarification and FOI Submission

Dear Redacted,

Thank you for your Stage 2 response.

It is, of course, entirely unsurprising that none of the six grounds were upheld. Your conclusions appear wholly consistent with a wider pattern in which Welsh Government internal reviews almost never identify fault, regardless of the evidence presented. The reasoning provided in your letter does not withstand scrutiny, but before escalating this to the Public Services Ombudsman for Wales, I require one further clarification.

Your letter asserts that the handling of my complaint was “appropriate”, “detailed”, and “in line with policy”. If that is the case, then the Welsh Government should be able to demonstrate that Stage 2 reviews function as a meaningful safeguard rather than a procedural formality.

Accordingly, I am now submitting the following request under the Freedom of Information Act 2000. This FOI is directly relevant to the credibility and proportionality of the Stage 2 process you have relied upon.

Freedom of Information Request – Stage 2 Complaint Outcomes (2019–2024)

Please provide, for each of the last five calendar years (2019–2024 inclusive):

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.
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.

If any of the above categories are not held, please confirm this explicitly.

This information is required to understand whether the outcome in my case reflects an objective assessment or a systemic pattern in which Stage 2 reviews rarely, if ever, identify fault.

Please treat this as a formal FOI request. I look forward to your response within the statutory timeframe.

Yours sincerely,
Sent from my iPhone

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED>On Behalf OfComplaints - Cwynion <Complaints@gov.wales>
Sent: Tuesday, 21 April 2026 16:12:38 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: Redacted <Redacted>
Cc: Complaints - Cwynion <Complaints@gov.wales>
Subject: FW: URGENT TO-JB/01154/25 Response

Dear Redacted,

Please see attached your Stage 2 formal review response in relation to reference **HR-1109419-Y5Q4**.

Regards

Redacted Redacted
Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted, Redacted (CSI - HR Planning & Delivery) <Redacted.Redacted001@gov.wales>
Sent: Tuesday, 21 April 2026 15:31:46 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: Redacted, Redacted (EET - Bus & Streets) <REDACTED>
Cc: Complaints - Cwynion <Complaints@gov.wales>
Subject: RE: HR-1109419-Y5Q4 RedactedFormal Complaint

Hi Redacted,

Final PDF version is attached for your records.

I will issue this later this afternoon. Thank you again for your assistance, it is very much appreciated.

Regards

Redacted

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted, Redacted (EET - Bus & Streets) <REDACTED >

Sent: 21 April 2026 12:51

To: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED >

Subject: RE: HR-1109419-Y5Q4 Redacted Formal Complaint

Hello-

Thanks for the email. I'm happy with the amendments to the letter, and therefore happy for this letter to be issued.

Really grateful for your assistance with this element of the case!

Redacted

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED >

Sent: 21 April 2026 08:52

To: Redacted, Redacted (EET - Bus & Streets) <REDACTED >

Cc: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED >

Subject: RE: HR-1109419-Y5Q4 Redacted Formal Complaint

Hi Redacted,

Was good to meet you and thank you for all your time and assistance again with this matter. It is very much appreciated!

Having spoken with the head of complaints, I have included the relevant lines.

If you are content, I can accept the amendments, PDF, and then share that final version with you for sight before it is issued.

Regards

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted, Redacted (EET - Bus & Streets) <REDACTED >

Sent: Friday, 17 April 2026 16:41:08 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

To: Complaints - Cwynion <Complaints@gov.wales>; Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED >

Subject: RE: HR-1109419-Y5Q4 RedactedFormal Complaint

Hi Redacted-

Thanks for the helpful discussion earlier on. Please see attached a draft response to Redacted. As discussed, I would be grateful for your advice in the section about the WG complaints policy, and the provision of WG staff names as part of that. I have added comments to the document where I have questions.

If you need anything further from me, or would like to discuss, please do let me know.

Thanks, and have a great weekend-

Redacted

From: Redacted, Redacted (ECE - Integrated Local Transport) < REDACTED >

Sent: 02 April 2026 18:12

To: Redacted(LGHRRS - Homes & People) < REDACTED >; REDACTED (LCC - Learner Experience) < REDACTED >

Subject: HMO Licensing queries

Good afternoon both-

I am investigating a formal complaint related to correspondence dealt with by your team, relating to the lack of public consultation requirements in the HMO licensing process.

I have all the correspondence and I understand the majority of issues and WG responses, but I'd be grateful for a little more detail on the following points to enable me to respond to the complainant:

- One of the grounds for complaint relates to a perception of a factually inaccurate statement from a WG official. The statement in question is that "HMO licensing only comes into consideration once planning permission, where required, has been granted. Formal consultation takes place at the planning stage, which must be completed before most new HMO licences can be considered". The complainant asserts that this is incorrect as a matter of law, and that the Housing Act 2024 contains no requirement for planning permission to be obtained before a mandatory or additional HMO license can be applied for or granted. I appreciate that subsequent correspondence clarifies, for the avoidance of doubt, that planning permission is not a prerequisite for HMO licensing. However, what I would like to understand is whether it is a prerequisite where planning permission is required. That is what I understand from that initial statement (through the use of the words "where required" and "most"), but would be grateful for your confirmation of this point. In other words, is it correct to say that planning permission is not a prerequisite for HMO licensing in all

cases, but where planning permission is required, it must be done prior to an HMO license being granted?

- The complainant asks whether the HMO scheme has ever been considered in terms of alignment with other licensing schemes. I appreciate that the responses from WG officials go into some detail on why HMO is different in its aims from the Licensing Act. However, for completeness, it would be helpful to receive your specific response on whether we've ever reviewed the HMO process against other licensing schemes. The clear comparisons made in the responses to the complainant with the Licensing Act suggest this may have happened, and it would be helpful to understand.
- One of the questions that the complainant considers not to have been answered is "whether WG will strengthen guidance to LAs regarding consultation in additional licensing schemes". The WG responses talk about the ability for LAs to use their discretion to embed forms of consultation within "additional licensing schemes". I'm not sure we've answered his direct question here. It would be helpful to know whether WG issues any such guidance, or whether we would contemplate doing so.

I am on A/L next week, and my deadline for response is 23rd April. I'd be really grateful for your thoughts on the above points, but very happy to discuss if that would be easier.

Thanks

Redacted

Redacted Redacted

Dirprwy Gyfarwyddwr, Bysiau a Strydoedd | Deputy Director, Bus and Streets
Cysylltedd Trafnidiaeth a Digidol Transport and Digital Connectivity
Llywodraeth Cymru | Welsh Government

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED> **On Behalf Of** Complaints - Cwynion
Sent: 30 March 2026 08:18
To: Redacted, Redacted (EET - Bus & Streets) <REDACTED>
Subject: FW: HR-1109419-Y5Q4 Redacted Formal Complaint

Bore da Redacted,

With the Easter Break and the non-working days 3rd and 6th of April, the deadline is in fact the **23rd of April**. My apologies.

To confirm, we would be grateful if you could please send the draft across by 22nd April.

Regards

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery

Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED> **On Behalf Of**
Complaints - Cwynion

Sent: 26 March 2026 11:17

To: Private Sector Housing / Tai Sector Preifat <PrivateSectorHousing@gov.wales>

Subject: RE: Response to your formal complaint HR-1109419-Y5Q4

Pnawn da team,

Please note that Redacted, has requested that their case be escalated to a Stage 2 investigation.

An independent investigator has been appointed and is actively reviewing their escalation complaint. They may be in touch with you directly to discuss the case.

Thank you again for your support with Stage 1. We will keep you updated on the progress of this matter.

Regards

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED> **On Behalf Of** Complaints - Cwynion <Complaints@gov.wales>

Sent: Wednesday, 25 March 2026 14:09:27 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

To: Redacted <Redacted>

Cc: Complaints - Cwynion <Complaints@gov.wales>

Subject: RE: URGENT TO-JB/01154/25 Response

Dear Redacted,

Thank you for your message, and please accept our sincere apologies for the delay.

We can confirm that an independent investigator has now been appointed and is actively reviewing your case. You can expect a full response within 20 working days. If an extension to this timescale is needed, we will contact you further.

We appreciate and thank you for your understanding and patience throughout this process.

Regards

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team

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

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED >
Sent: Wednesday, 25 March 2026 14:06:09 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: Redacted, Redacted (EET - Bus & Streets) <REDACTED >
Cc: Complaints - Cwynion <Complaints@gov.wales>
Subject: HR-1109419-Y5Q4 RedactedFormal Complaint

Good afternoon Redacted,

Thank you for agreeing to investigate the attached case. Your support is greatly appreciated.

Action for you to take:

- Investigate the concerns raised and write a draft response. Guidelines are provided in the staff guidance on handling complaints (attached).
- A draft copy of your response should be emailed to the Complaints Mailbox by **20/04/2026** for consideration and for lines to be added so that the complainant is aware of their options if they are not satisfied with the outcome. This will ensure the final version is ready for issue by the 21st.

If it is not possible to forward a full response by this date, please contact me via the complaint's mailbox as soon as possible for advice.

We will inform the complainant that an investigator has been assigned to their case. In the meantime, if you require any further assistance on the handling of this complaint, please just let me know.

Regards

Redacted Redacted
Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted, Redacted (EET - Bus & Streets) <REDACTED >
Sent: Wednesday, 25 March 2026 11:26:31 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: Complaints - Cwynion <Complaints@gov.wales>
Subject: RE: HR-1109419-Y5Q4 Formal Review Redacted

Hi Redacted-

Yes, that's fine with me.

Redacted

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED> On Behalf Of Complaints - Cwynion <Complaints@gov.wales>

Sent: Tuesday, 24 March 2026 11:17:34 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

To: Redacted, Redacted (EET - Bus & Streets) <REDACTED>

Cc: Complaints - Cwynion <Complaints@gov.wales>

Subject: FW: HR-1109419-Y5Q4 Formal Review Redacted

Hi Redacted,

Apologies in advance.

I'd be really grateful if you could confirm whether we're all good to go ahead with the investigation, please?

Many thanks

Redacted

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team

Gweithrediadau a Chyflenwi AD / HR Operations and Delivery

Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate

Llywodraeth Cymru / Welsh Government

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED> **On Behalf Of** Complaints - Cwynion

Sent: 24 March 2026 12:28

To: Redacted (CSI - HR Planning & Delivery) <REDACTED>

Subject: FW: URGENT TO-JB/01154/25 Response

Hi Redacted,

Do you think the below is an appropriate holding response?

I have already chased Redacted including today, but she is on AL back tomorrow.

Redacted

Dear Redacted,

Thank you for your message and please accept our apologies for the delay.

We acknowledge the time that has passed since your escalation request of 25 February, which we confirmed on 2 March, and we fully appreciate that the delay since then may be frustrating for you.

Allocation can vary depending on a number of operational factors, as independent investigators are senior officials who volunteer to undertake investigations alongside

their substantive roles. Consequently, their availability can be affected by existing workloads, annual leave, sickness absence, and other business commitments.

In line with our complaint's procedure, we aim to acknowledge complaints within 5 working days and explain how we intend to deal with them. We also provide advice about the process and how the complaint will be handled and appoint a lead official to consider and then respond within 20 working days. Where a complaint is complex or raises issues that require detailed consideration, this timeframe may need to be extended.

A senior official has already been approached to consider undertaking the investigation and, following their initial review, we are now awaiting formal confirmation of whether they have the capacity to accept the role and begin the investigation. As you will appreciate, it is important that once an investigation begins, the details and evidence are given the appropriate time, attention, and consideration they require.

We do understand the importance of progressing matters promptly. We are continuing to actively pursue confirmation of an investigator, and I will provide you with an update as soon as this is finalised. Based on current discussions, I expect to be able to give you a clearer indication shortly.

Thank you for your patience, and please be assured that we are working to move this forward as quickly as possible.

Regards

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted <Redacted>

Sent: Tuesday, 24 March 2026 11:07:24 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

To: Complaints - Cwynion <Complaints@gov.wales>

Subject: Re: URGENT TO-JB/01154/25 Response

Dear Redacted,

Thank you for your update.

To assist me in understanding the position clearly, please confirm whether there are any statutory or policy-based timeframes governing Stage 2 (independent review) under the Welsh Government's complaints procedure.

I note that my Stage 1 response was issued on 25 February and I requested escalation the Redacted day. It is now almost a month later, and I have still not been provided with either an investigator or an indicative timescale.

Given the nature of my complaint and the time already elapsed, I would be grateful if you could confirm:

- Whether the Welsh Government has any formal or internal deadlines for allocating an independent investigator
- Whether the delay to date is considered compliant with your complaints policy

- When I should reasonably expect allocation to be completed

I look forward to your clarification and a substantive update.

Kind regards,
Redacted Redacted
Sent from my iPhone

On 18 Mar 2026, at 10:28, Complaints@gov.wales wrote:

Dear Redacted Redacted,

Thank you for your email.

To confirm, the Stage 1 response to your complaint was issued to you on the 25th of February, under the subject heading - *Response to your formal complaint HR-1109419-Y5Q4*. On the Redacted date, you requested that your complaint be formally reviewed.

As advised yesterday, 17th of March, we are still in the process of allocating your independent investigator and will provide a further update as soon as we are able.

Thank you

Redacted Redacted
Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

Sganiwyd y neges hon am bob feirws hysbys wrth iddi adael Llywodraeth Cymru. Mae Llywodraeth Cymru yn cymryd o ddifrif yr angen i ddiogelu eich data. Os cysylltwch â Llywodraeth Cymru, mae ein [hysbysiad preifatrwydd](#) yn esbonio sut rydym yn defnyddio eich gwybodaeth a sut rydym yn diogelu eich preifatrwydd. Rydym yn croesawu gohebiaeth yn Gymraeg. Byddwn yn anfon ateb yn Gymraeg i ohebiaeth a dderbynnir yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi. ----- On leaving the Welsh Government this email was scanned for all known viruses. The Welsh Government takes the protection of your data seriously. If you contact the Welsh Government then our [Privacy Notice](#) explains how we use your information and the ways in which we protect your privacy. We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

From: Redacted <Redacted>
Sent: Wednesday, 18 March 2026 08:01:42 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: Complaints - Cwynion <Complaints@gov.wales>
Subject: Re: URGENT TO-JB/01154/25 Response

Have a missed the response to this ??

Sent from my iPhone

On 20 Feb 2026, at 10:49, Complaints@gov.wales wrote:

HR-1109419-Y5Q4

Dear Redacted Redacted,

Thank you for your email.

Please note that the Stage 1 response in relation to your complaint concerning the correspondence issued under reference TO-JB/01154/25 has not yet been issued. This response is currently being prepared and is due by the 25th of February.

We can confirm that the additional correspondence you have provided below will be incorporated into the Stage 1 consideration. The official response will be issued in due course.

Kind regards,

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED> **On Behalf**
Of Complaints - Cwynion
Sent: 18 March 2026 11:33
To: Redacted, Redacted (EET - Bus & Streets) <REDACTED>
Subject: RE: HR-1109419-Y5Q4 Formal Review Redacted

Morning Redacted,

No problem at all. Thank you for getting back to me, and for taking the time to look into this. We really appreciate your support and the help you're offering.

In terms of timescales, the expectation is 20 working days, but this can be extended if needed. So, if you feel you require additional time to review the matter thoroughly, we can easily accommodate that. We haven't yet confirmed the start of the 20-day period with the individual; only the general acknowledgement of receipt has been issued.

What's most important with this review is your independent and fair perspective on how the concerns were handled at Stage 1. I hope that makes sense, and please let me know if you'd like to discuss anything further.

Regards,

Redacted

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted, Redacted (EET - Bus & Streets) <REDACTED>

Sent: Tuesday, 17 March 2026 15:54:33 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

To: Complaints - Cwynion <Complaints@gov.wales>

Subject: RE: HR-1109419-Y5Q4 Formal Review Redacted

Hi Redacted-

So sorry for not coming back to you sooner. I read all the materials when this came in and in principle I am very happy to support the process, but I have absolutely no background in the subject area, which makes me a little nervous in terms of the time I would need to dedicate to reading up on this etc. I am happy to do it, unless you have a more suitable colleague who would be able to do it?

Happy to discuss if easier-

Redacted

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED> **On Behalf Of** Complaints - Cwynion

Sent: 17 March 2026 14:47

To: Redacted <Redacted>

Subject: RE: HR 1109419 Y5Q4 Response to your formal complaint HR-1109419-Y5Q4

Dear Redacted,

Thank you for your continued patience.

We are still in the process of allocating your independent investigator. Please be assured we take your correspondence seriously and will update you as soon as we are able.

We apologise for the delay and thank you again for your patience.

Regards

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED> On Behalf Of Complaints - Cwynion <Complaints@gov.wales>
Sent: Tuesday, 17 March 2026 14:26:51 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: Redacted, Redacted (EET - Bus & Streets) <REDACTED>
Cc: Complaints - Cwynion <Complaints@gov.wales>
Subject: FW: HR-1109419-Y5Q4 Formal Review Redacted

Afternoon Redacted,

Sorry to disturb you.

I just wanted to kindly check in on the below.

Are you content to accept and take forward?

Regards

Redacted Redacted
Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted <Redacted>
Sent: Saturday, 7 March 2026 16:34:50 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: Complaints - Cwynion <Complaints@gov.wales>
Subject: Re: HR 1109419 Y5Q4 Response to your formal complaint HR-1109419-Y5Q4

Can you now update me on this
Sent from my iPhone

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED>
Sent: Monday, 2 March 2026 13:51:13 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: Redacted, Redacted (EET - Director Economic Infrastructure) <REDACTED>
Cc: Complaints - Cwynion <Complaints@gov.wales>
Subject: HR-1109419-Y5Q4 Formal Review Redacted

Afternoon Redacted,

With regards to our IM discussion –

The Complaints Advice Team has received a complaint from Mr Redacted Redacted concerning HMO licensing and the Welsh Government's Stage 1 response, issued by the Housing Policy Team.

They have now asked for this to be escalated to Stage 2. Please see the ishare folder attached, along with the complainants Stage 2 request. The complaints case reference for this complaint is **HR-1109419-Y5Q4**.

If you are content to take forward and investigate, this complaint should be considered through the formal stage of the process and so a response is due within **20 working days**. More information on how to handle a complaint under Stage 2 of the process can be found at **Appendix B**.

Action for you to take:

- Investigate the concerns raised and write a draft response. Guidelines are provided in the staff guidance on handling complaints (attached).
- A draft copy of your response should be e-mailed to the complaints Mailbox by **(TBC)** for consideration and for lines to be added so that the complainant is aware of their options if they are not satisfied with the outcome.

We are very grateful for your assistance in reviewing this matter, we appreciate this support during your everyday working role and responsibilities.

Please let me know if you would be happy to accept and take forward.

Regards

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED> **On Behalf Of** Complaints - Cwynion

Sent: 02 March 2026 11:34

To: Redacted <Redacted>

Subject: HR 1109419 Y5Q4 Response to your formal complaint HR-1109419-Y5Q4

Dear Redacted,

Thank you for your email dated the 25th of February, received at the Welsh Government's Complaints Advice Team Mailbox.

We acknowledge your correspondence, and your complaint has been escalated to Stage 2 of the procedure.

We, the Complaints Advice Team are awaiting confirmation from an independent lead official to accept your complaint.

Once the investigator has accepted and has been appointed, you can expect a response within 20 working days. We will inform you once they have confirmed.

If an extension to this timescale is needed, we will contact you further.

Thank you for your patience at this time.

Best regards,

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted(CSI - HR Planning & Delivery)

Sent: 02 March 2026 11:09

To: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED >

Subject: RE: Response to your formal complaint HR-1109419-Y5Q4

Thanks Redacted, has a stage 2 investigator been allocated?

Redacted

[Rheolwr Cwynion](#) / Complaints Manager

[Y Tîm Cyngori ar Gwynion](#) / Complaints Advice Team

[Gweithrediadau a Chyflenwi AD](#) / HR Operations and Delivery

[Cyfarwyddiaeth Pobl a Lleoedd](#) / People and Places Directorate

[Llywodraeth Cymru](#) / Welsh Government

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED >

Sent: 26 February 2026 11:17

To: Redacted(CSI - HR Planning & Delivery) <REDACTED >

Cc: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED >

Subject: FW: Response to your formal complaint HR-1109419-Y5Q4

Hi Redacted,

For info, a request for stage 2 formal review from Mr Redacted Redacted.

The stage 1 response attached.

Redacted

From: Redacted <Redacted>

Sent: Wednesday, 25 February 2026 17:17:28 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

To: Complaints - Cwynion <complaints@gov.wales>

Subject: Fwd: Response to your formal complaint HR-1109419-Y5Q4

Complaint Reference: HR-1109419-Y5Q4

To: Complaints Advice Team

Welsh Government

Cathays Park

Cardiff

CF10 3NQ

complaints@gov.wales

Dear Complaints Advice Team,

I am writing to request a Formal Review of the Welsh Government's response dated 18 February 2026 to my complaint HR-1109419-Y5Q4. The response does not address the substantive issues raised, contains factual and procedural inaccuracies, and does not comply with the Welsh Government Complaints Policy.

My grounds for review are set out below.

1. Failure to correct or acknowledge factual errors

The response states that the earlier wording regarding planning permission and HMO licensing "may have caused confusion". This is inaccurate. The original statement was factually incorrect, not merely unclear, and materially affected the handling of my complaint. The response does not acknowledge or correct this error, nor does it address its impact.

2. Failure to answer two of the four direct questions

Although the response asserts that "direct answers have been provided to all four of your repeated questions", two questions remain unanswered:

Question III — Review of the licensing framework

My question was whether the Welsh Government has ever reviewed the HMO licensing framework with regard to alignment with other regulatory regimes.
The response merely states that there are "no plans" to undertake such work, which does not answer the question asked.

Question IV — Guidance on consultation

My question was whether Welsh Government issues guidance encouraging or discouraging consultation within additional licensing schemes.
The response does not address this and instead restates the statutory position.

This constitutes a failure to answer direct questions, contrary to the Complaints Policy.

3. Failure to substantively address the democratic deficit concerns

The response acknowledges my concerns but dismisses them with:

"There are no immediate plans to specifically review this."

This does not constitute a substantive response.
No explanation is provided as to:

- whether the democratic deficit has been assessed
- whether equality or human rights implications were considered
- why the absence of public participation is deemed acceptable

This is procedurally inadequate.

4. Failure to address concerns about the handling of my correspondence

The response states:

"I apologise for the fact you feel the earlier responses did not address the substantive issues..."

This is not an acceptable form of apology.

I am not seeking an apology for my feelings; I am seeking accountability for the Welsh Government's own procedural and factual errors. A proper response must acknowledge the shortcomings in the handling of my correspondence, not reframe them as a matter of perception.

The response also fails to address:

- the use of template responses
- the failure to answer direct questions
- the misstatement of law
- the procedural evasion I documented

This falls short of the standards required under the Complaints Policy.

5. Lack of remedy or corrective action

The response does not propose:

- any corrective action
- any review of internal processes
- any commitment to accuracy in future correspondence

This is inconsistent with the purpose of the complaints process.

6. Failure to identify the officer who handled the complaint

The response instructs me to:

"provide details of the person who dealt with your complaint previously"

However, the response is unsigned and contains no name, job title, or identifiable officer. It is simply signed:

"Housing Policy team"

This omission prevents me from complying with your own escalation instructions and is itself a procedural failure under the Welsh Government Complaints Policy, which requires clear identification of the officer handling the complaint.

Request

For the reasons above, I request a Formal Review of my complaint on the grounds of:

- failure to answer direct questions
- failure to correct factual inaccuracies
- failure to address substantive issues
- failure to comply with the Welsh Government Complaints Policy
- failure to provide an adequate remedy
- failure to identify the officer responsible for the response
- inappropriate use of non-apology language that reframes procedural failings as matters of perception

I would be grateful if the Review could address each of these points in full.

Yours sincerely,

Sent from my iPhone

From: Redacted(LGHCCRA - Homes & People) <REDACTED> On Behalf Of Private Sector Housing / Tai Sector Preifat <PrivateSectorHousing@gov.wales>
Sent: Wednesday, 25 February 2026 15:36:44 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: Redacted <Redacted>
Cc: Complaints - Cwynion <Complaints@gov.wales>
Subject: Response to your formal complaint HR-1109419-Y5Q4

Afternoon Redacted,

Please see attached the response to your complaint HR-1109419-Y5Q4.

Kind Regards

The Housing Policy Team

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED> **On Behalf Of** Complaints - Cwynion
Sent: 25 February 2026 15:22
To: Redacted(LGHCCRA - Homes & People) <REDACTED>
Cc: Private Sector Housing / Tai Sector Preifat <PrivateSectorHousing@gov.wales>; REDACTED (LGHCCRA - Homes & People) <REDACTED>; REDACTED (LGHCCRA - Homes & People) <REDACTED>; REDACTED (LGHCCRA - Homes & People) <REDACTED>
Subject: FW: HR 1109419 Y5Q4 response to be issued

Hi Redacted,

Many thanks for this, and for all your help with this matter.

The only amendment made is to the required Stage 1 lines at the end.

Grateful if this could now be issued as a PDF letter, with complaints@gov.wales cc'd.

Thanks again.

Regards

Redacted Redacted
Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted(LGHCCRA - Homes & People) <REDACTED>
Sent: Wednesday, 25 February 2026 15:06:36 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

To: Complaints - Cwynion <Complaints@gov.wales>

Cc: Private Sector Housing / Tai Sector Preifat <PrivateSectorHousing@gov.wales>; REDACTED (LGHCRA - Homes & People) <REDACTED>; REDACTED (LGHCRA - Homes & People) <REDACTED>; REDACTED (LGHCRA - Homes & People) <REDACTED>

Subject: HR 1109419 Y5Q4 response to be issued

Afternoon Complaints team,

Please see attached cleared for response to the stage 1 complaint due to be issued today.

Sorry tight to the wire.

Kind Regards

Redacted

RedactedRedacted

Pennaeth Polisi Tai'r Sector Preifat || Head of Private Sector Housing Policy

Tai ac Adfywio || Housing and Regeneration

Y Grŵp Llywodraeth Leol, Tai, Newid Hinsawdd a Materion Gwledig || Local

Government, Housing, Climate Change and Rural Affairs Group

Llywodraeth Cymru || Welsh Government

Ffôn | Tel: + REDACTED

E-bost | E-mail: REDACTED

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED> **On Behalf**

Of Complaints - Cwynion

Sent: 20 February 2026 10:09

To: Redacted(LGHCRA - Homes & People) <REDACTED>

Cc: Private Sector Housing / Tai Sector Preifat <PrivateSectorHousing@gov.wales>;

REDACTED (LGHCRA - Homes & People) <REDACTED>; REDACTED (LGHCRA - Homes & People) <REDACTED>

Subject: RE: URGENT TO-JB/01154/25 Response

Hi Redacted,

Thank you for this. Much appreciated.

Yes, of course – will do. Noted.

Regards

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team

Gweithrediadau a Chyflenwi AD / HR Operations and Delivery

Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate

Llywodraeth Cymru / Welsh Government

From: Redacted(LGHCCRA - Homes & People) <REDACTED >
Sent: 19 February 2026 16:13
To: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED >
Cc: Private Sector Housing / Tai Sector Preifat <PrivateSectorHousing@gov.wales REDACTED (LGHCCRA - Homes & People) <REDACTED, REDACTED (LGHCCRA - Homes & People) <REDACTED >
Subject: URGENT TO-JB/01154/25 Response

Hi Redacted,

Yes, we will be able to respond to both complaints in the Redacted stage 1 response, could I ask that going forward (hopefully there won't be) that you use our shared mailbox copied in PrivateSectorHousing@gov.wales to issue complaints to please.

Kind Regards

Redacted

RedactedRedacted

Pennaeth Polisi Tai'r Sector Preifat || Head of Private Sector Housing Policy
Tai ac Adfywio || Housing and Regeneration
Y Grŵp Llywodraeth Leol, Tai, Newid Hinsawdd a Materion Gwledig || Local Government, Housing, Climate Change and Rural Affairs Group
Llywodraeth Cymru || Welsh Government

Ffôn | Tel: + REDACTED
E-bost | E-mail: REDACTED

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED > **On Behalf Of** Complaints - Cwynion
Sent: 19 February 2026 11:56
To: Redacted(LGHCCRA - Homes & People) <REDACTED >
Cc: Complaints - Cwynion <Complaints@gov.wales>
Subject: FW: URGENT TO-JB/01154/25 Response

HR-1109419-Y5Q4

Bore da Redacted,

We have received additional correspondence from Redacted concerning TO-JB/01154/25.

We note that a response was issued yesterday regarding the correspondence dated 28th of January. We were not aware of either the email of 28th of January or the subsequent response issued yesterday.

We would be grateful for an update on the Stage 1 response, which is due on the **25th of February**. The Stage 1 relates to correspondence received on the 5th of February.

Could you please, also confirm whether the additional correspondence below can be incorporated into the Stage 1 response.

Many thanks.

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted(LGHCCRA - Homes & People) <REDACTED >

Sent: Wednesday, 25 February 2026 07:47:42 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

To: Complaints - Cwynion <Complaints@gov.wales>

Subject: FOR INFO: FOR CLEARANCE DUE 3pm TODAY: URGENT TO-JB/01154/25 Response

Morning,

I am just gaining clearance and will have the response over to you later today for HR-1109419-Y5Q4.

Kind Regards

Redacted

RedactedRedacted

Pennaeth Polisi Tai'r Sector Preifat || Head of Private Sector Housing Policy
Tai ac Adfywio || Housing and Regeneration
Y Grŵp Llywodraeth Leol, Tai, Newid Hinsawdd a Materion Gwledig || Local
Government, Housing, Climate Change and Rural Affairs Group
Llywodraeth Cymru || Welsh Government

Ffôn | Tel: + REDACTED

E-bost | E-mail: REDACTED

From: Redacted(LGHCCRA - Homes & People)

Sent: 25 February 2026 07:43

To: REDACTED (LGHCCRA - Homes & People) <REDACTED >; REDACTED (CSI - Legal Services Department) <REDACTED >; LS-Housing and Regeneration Team / Tîm Tai ac Adfywio <LS.HousingAndRegenerationTeam@gov.wales>

Cc: REDACTED (LGHCCRA - Homes & People) <REDACTED >

Subject: FOR CLEARANCE DUE 3pm TODAY: URGENT TO-JB/01154/25 Response

Importance: High

Morning REDACTED,

Please see attached for clearance a joint response to a stage 1 complaint (thread is below). REDACTED and team, thank you so much for the time you have taken reviewing. I have reviewed and considered, please see attached for clearance. REDACTED, I have made a change to a sentence (2.II) on the back of the comments, can you check you are content please?

Sorry about the time pressure.

Kind Regards

Redacted

RedactedRedacted

Pennaeth Polisi Tai'r Sector Preifat || Head of Private Sector Housing Policy
Tai ac Adfywio || Housing and Regeneration
Y Grŵp Llywodraeth Leol, Tai, Newid Hinsawdd a Materion Gwledig || Local Government, Housing, Climate Change and Rural Affairs Group
Llywodraeth Cymru || Welsh Government

[Ffôn](#) | Tel: + REDACTED
[E-bost](#) | E-mail: REDACTED

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED> **On Behalf Of** Complaints - Cwynion
Sent: 20 February 2026 10:50
To: Redacted <Redacted>
Subject: RE: URGENT TO-JB/01154/25 Response

HR-1109419-Y5Q4

Dear Redacted Redacted,

Thank you for your email.

Please note that the Stage 1 response in relation to your complaint concerning the correspondence issued under reference TO-JB/01154/25 has not yet been issued. This response is currently being prepared and is due by the 25th of February.

We can confirm that the additional correspondence you have provided below will be incorporated into the Stage 1 consideration. The official response will be issued in due course.

Kind regards,

Redacted Redacted

Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery

Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted(LGHCCRA - Homes & People) <REDACTED >
Sent: 19 February 2026 16:13
To: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED >
Cc: Private Sector Housing / Tai Sector Preifat <PrivateSectorHousing@gov.wales>;
Redacted (LGHCCRA - Homes & People) <REDACTED REDACTED (LGHCCRA - Homes &
People) <REDACTED >
Subject: URGENT TO-JB/01154/25 Response

Hi Redacted,

Yes, we will be able to respond to both complaints in the Redacted stage 1 response, could I ask that going forward (hopefully there won't be) that you use our shared mailbox copied in PrivateSectorHousing@gov.wales to issue complaints to please.

Kind Regards

Redacted

RedactedRedacted

Pennaeth Polisi Tai'r Sector Preifat || Head of Private Sector Housing Policy
Tai ac Adfywio || Housing and Regeneration
Y Grŵp Llywodraeth Leol, Tai, Newid Hinsawdd a Materion Gwledig || Local
Government, Housing, Climate Change and Rural Affairs Group
Llywodraeth Cymru || Welsh Government

Ffôn | Tel: + REDACTED
E-bost | E-mail: REDACTED

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED >On Behalf OfComplaints -
Cwynion <Complaints@gov.wales>
Sent: Thursday, 19 February 2026 11:56:07 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: Redacted(LGHCCRA - Homes & People) <REDACTED >
Cc: Complaints - Cwynion <Complaints@gov.wales>
Subject: FW: URGENT TO-JB/01154/25 Response

HR-1109419-Y5Q4

Bore da Redacted,

We have received additional correspondence from Redacted concerning TO-JB/01154/25.

We note that a response was issued yesterday regarding the correspondence dated 28th of January. We were not aware of either the email of 28th of January or the subsequent response issued yesterday.

We would be grateful for an update on the Stage 1 response, which is due on the **25th of February**. The Stage 1 relates to correspondence received on the 5th of February.

Could you please, also confirm whether the additional correspondence below can be incorporated into the Stage 1 response.

Many thanks.

Redacted Redacted
Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted <Redacted>
Sent: Wednesday, 18 February 2026 16:49:25 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: Complaints - Cwynion <complaints@gov.wales>
Subject: Fwd: URGENT TO-JB/01154/25 Response

Follow-Up – Failure to Address Substantive Issues in Response to Complaint HR-1109419-Y5Q4

Dear Complaints Team,

I am writing to follow up on my formal complaint submitted on 5 February 2026 (reference HR-1109419-Y5Q4) concerning the provision of inaccurate information and the failure to address the statutory and policy issues I raised regarding HMO licensing.

I have now received the further response dated 18 February from the Housing Policy Division. Unfortunately, this response still does not address the core issues set out in my complaint, nor does it correct the factual inaccuracy previously issued by Welsh Government officials.

For clarity, the following matters remain unresolved:

1. No correction of the inaccurate statement of law

The original Welsh Government response asserted:

“HMO licensing only comes into consideration once planning permission, where required, has been granted.”

This is incorrect under the Housing Act 2004.

The 18 February response does not correct this misstatement, nor does it acknowledge that the original information provided to me was factually wrong.

This constitutes a failure to meet the Welsh Government’s service standards of accuracy and correction of error.

2. No answers to the four direct questions repeatedly asked

Across my correspondence of 17 December, 19 January, 28 January, and in my formal complaint, I asked four clear questions:

1. Whether Welsh Government accepts that planning permission is not a prerequisite for HMO licensing.

2. Whether statutory public consultation rights will be considered for HMO licensing.
3. Whether the licensing framework will be reviewed to align with other regimes where public consultation is a safeguard.
4. Whether guidance to local authorities will be strengthened to encourage consultation within additional licensing schemes.

None of these questions have been answered.

The 18 February response restates general policy positions but does not provide categorical answers to any of the above

3. Failure to address the democratic deficit in HMO licensing

My complaint highlighted the inconsistency between:

- the Licensing Act 2003, which embeds statutory rights for residents to make representations, and
- the Housing Act 2004, which provides no equivalent rights despite significant community impact.

The 18 February response does not address this inconsistency or indicate whether Welsh Government intends to review it.

4. Failure to address the scope for consultation within additional licensing schemes

I specifically raised that local authorities could embed consultation mechanisms within additional licensing schemes, and that Welsh Government guidance could be strengthened accordingly.

This point has again been ignored.

5. Failure to meet Welsh Government service standards

The latest response fails to meet the standards of:

- Accuracy – no correction of the incorrect legal statement.
- Clarity – no direct answers to the questions asked.
- Completeness – substantive statutory and policy issues remain unaddressed.
- Responsiveness – repeated failure to engage with the issues raised.

Requested action

I now request that the Complaints Team:

1. Review my complaint afresh, given that the issues remain unresolved.
2. Ensure that a corrected statement of law is issued regarding the relationship between planning permission and HMO licensing.
3. Ensure that a full and substantive response is provided to the four questions that have been repeatedly asked.
4. Explain why the Housing Policy Division has failed to address the substantive issues in both their January and February responses.
5. Confirm what steps will be taken to ensure Welsh Government service standards are met in future correspondence.

I would be grateful for a full response within the timescales set out in the Welsh Government Complaints Procedure.

Yours faithfully,

Sent from my iPhone

Begin forwarded message:

From: PrivateSectorHousing@gov.wales
Date: 18 February 2026 at 16:30:00 GMT
To: Redacted
Cc: REDACTED

Subject: URGENT TO-JB/01154/25 Response

Dear Redacted

Please see attached response to your email of 28 January.

Regards.

Adran Polisi Tai / Housing Policy Division
Llywodraeth Cymru / Welsh Government

-----Original Message-----

From: Redacted <Redacted>
Sent: 28 January 2026 19:07
To: Private Sector Housing / Tai Sector Preifat <PrivateSectorHousing@gov.wales>
Subject: URGENT TO-JB/01154/25 Response

Dear Redacted,

Thank you for your recent correspondence. I am writing to advise that I now require a clear and substantive response to the points raised in my letter of 17 December and my follow-up of 19 January.

As outlined previously, the response provided contains factual inaccuracies regarding the statutory relationship between planning permission and HMO licensing, and it did not address the core questions concerning public participation, statutory consultation rights, and potential policy reform.

To avoid the need for escalation, I am requesting a full and categorical response to the four specific questions set out in my most recent letter within 48 hours of receipt of this email.

If I do not receive a complete and accurate response within that timeframe, I will have no option but to escalate this as a formal complaint through the Welsh Government Complaints Procedure and, if necessary, to the Public Services Ombudsman for Wales.

I hope this can be resolved promptly and without the need for further escalation.

Yours sincerely,

Sent from my iPhone

On 19 Jan 2026, at 11:51, PrivateSectorHousing@gov.wales wrote:

Dear Redacted

Please find attached a response to your email of 17 December to the Cabinet Secretary for Housing and Local Government.

Yours Sincerely

Redacted

Adran Polisi Tai / Housing Policy Division Llywodraeth Cymru / Welsh Government

-----Original Message-----

From: Redacted <Redacted>

Sent: 17 December 2025 16:20

To: Correspondence mail - JB <Correspondence.Jayne.Bryant@gov.Wales>

Subject: JB/01125/25

Jayne Bryant AS/MS
Ysgrifennydd y Cabinet dros Lywodraeth Leol a Thai Cabinet Secretary
for Housing and Local

Dear Jayne Bryant,

Thank you for your reply of 17 December regarding my concerns about the licensing of Houses in Multiple Occupation (HMOs).

I appreciate your acknowledgement of the contribution HMOs can make to the housing sector, and your explanation of the distinction between licensing and planning. However, I remain concerned that local residents are excluded from having any voice in the licensing process itself.

Licensing regimes in other areas – most notably under the Licensing Act 2003 for public houses and clubs – require public consultation and allow local residents to make representations. This demonstrates that consultation is both possible and appropriate within a licensing framework. It is difficult to understand why communities are afforded a statutory right to comment on the licensing of pubs, but denied the Redacted opportunity when HMOs are licensed, despite the significant impact HMOs can have on neighbourhood cohesion, safety, and amenity.

Moreover, the Housing Act 2004 provides local authorities with discretion to introduce additional licensing schemes. There is scope within these schemes to embed consultation requirements, ensuring that communities are not left voiceless when concentrations of HMOs affect their daily lives.

I therefore urge the Welsh Government to review the current position and consider aligning HMO licensing with other licensing regimes where public consultation is a statutory safeguard. This would ensure consistency, transparency, and fairness, and would give communities confidence that their concerns are heard at the point of licensing, not only at the planning stage.

I would be grateful if you could confirm whether officials will explore this option, and whether guidance to local authorities could be strengthened to encourage consultation as part of additional licensing schemes.

Yours sincerely,
Redacted

Sent from my iPhone

Sganiwyd y neges hon am bob feirws hysbys wrth iddi adael Llywodraeth Cymru. Mae Llywodraeth Cymru yn cymryd o ddifrif yr angen i ddiogelu eich data. Os cysylltwch â Llywodraeth Cymru, mae ein hysbysiad preifatrwydd <"<https://gov.wales/about/welsh-government-privacy-notice/?lang=cy%E2%80%9D>> yn esbonio sut rydym yn defnyddio eich gwybodaeth a sut rydym yn diogelu eich preifatrwydd. Rydym yn croesawu gohebiaeth yn Gymraeg. Byddwn yn anfon ateb yn Gymraeg i ohebiaeth a dderbynnir yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi. ----- On leaving the Welsh Government this email was scanned for all known viruses. The Welsh Government takes the protection of your data seriously. If you contact the Welsh Government then our Privacy Notice<<https://gov.wales/about/welsh-government-privacy-notice/?lang=en>> explains how we use your information and the ways in which we protect your privacy. We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

<RESPONSE TO-JB-01154-25.pdf>

Sganiwyd y neges hon am bob feirws hysbys wrth iddi adael Llywodraeth Cymru. Mae Llywodraeth Cymru yn cymryd o ddifrif yr angen i ddiogelu eich data. Os cysylltwch â Llywodraeth Cymru, mae ein hysbysiad preifatrwydd <"<https://gov.wales/about/welsh-government-privacy-notice/?lang=cy%E2%80%9D>> yn esbonio sut rydym yn defnyddio eich gwybodaeth a sut rydym yn diogelu eich preifatrwydd. Rydym yn croesawu gohebiaeth yn Gymraeg. Byddwn yn anfon ateb yn Gymraeg i ohebiaeth a dderbynnir yn Gymraeg ac ni fydd

gohebu yn Gymraeg yn arwain at oedi. ----- On leaving the Welsh Government this email was scanned for all known viruses. The Welsh Government takes the protection of your data seriously. If you contact the Welsh Government then our Privacy Notice<<https://gov.wales/about/welsh-government-privacy-notice/?lang=en>> explains how we use your information and the ways in which we protect your privacy. We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.
<Redacted request for further information TO-JB_01154_25 (vA111180715).pdf>

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED> On Behalf Of Complaints - Cwynion <Complaints@gov.wales>
Sent: Friday, 13 February 2026 10:29:44 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: Redacted <Redacted>
Cc: Complaints - Cwynion <Complaints@gov.wales>
Subject: HR-1109419-Y5Q4 Formal Complaint – Inaccurate Information and Failure to Address Statutory and Policy Issues Relating to HMO Licensing TO-JB-01154-25

HR-1109419-Y5Q4

Dear Redacted Redacted,

Your correspondence has been received by the Welsh Government Complaints advice team.

Your correspondence is being considered as a complaint in accordance with the procedure outlined in the Welsh Government's complaints policy, a copy of which is available by post or online at: [How to make a complaint about Welsh Government \[HTML\] | GOV.WALES](#).

The issues raised in your complaint will be dealt with under Stage 1 of the complaints process. Complaints that are considered under Stage 1 are usually considered and resolved, if possible, within 10 working days of the complaint being raised. If we feel that this is not achievable, then we will keep you updated.

Your Reference is HR-1109419-Y5Q4.

Regards

Redacted Redacted
Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted, Redacted (CSI - HR Planning & Delivery) <REDACTED> On Behalf Of Complaints - Cwynion <Complaints@gov.wales>
Sent: Friday, 13 February 2026 10:18:38 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

To: Redacted(LGHCCRA - Homes & People) <REDACTED >
Cc: Complaints - Cwynion <Complaints@gov.wales>
Subject: HR-1109419-Y5Q4 Formal Complaint – Inaccurate Information and Failure to Address Statutory and Policy Issues Relating to HMO Licensing TO-JB-01154-25

HR-1109419-Y5Q4

Dear Redacted,

The Complaints Advice Team have received a complaint from Mr Redacted Redacted regarding the correspondence response issued under reference TO-JB-01154-25.

This complaint should be considered through the **stage 1** process. I attach the internal guidance and direct you to **appendix A**.

Action for you to take:

1. Investigate the concerns raised and write a draft response.
2. A draft copy of your response should be e-mailed to the complaints Mailbox complaints@gov.wales by the **25/02/26** for consideration and for lines to be added so that the complainant is aware of their options if they are not satisfied with the outcome.

Within the conclusion of your findings, you will need to consider whether it is appropriate to cover the following:

- If the complaint is found to be justified/upheld
- how it happened – i.e. what went wrong
- why it happened – i.e. the root cause of the problem (e.g. human error, a systematic failure)
- what impact did it have on the complainant
- if a systematic failure has been identified, an explanation of actions taken to put things right
- if appropriate, an apology

If the complaint has not been upheld, there should be an explanation of why this conclusion has been reached, demonstrating that it has been arrived at based on the evidence gathered.

If the complainant remains dissatisfied with the Stage 1 response, they have the option for their complaint to be reviewed at Stage 2.

Regards

Redacted Redacted
Y Tîm Cyngori ar Gwynion / Complaints Advice Team
Gweithrediadau a Chyflenwi AD / HR Operations and Delivery
Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate
Llywodraeth Cymru / Welsh Government

From: Redacted(CSI - HR Planning & Delivery) <REDACTED>On Behalf OfComplaints - Cwynion <Complaints@gov.wales>

Sent: Wednesday, 11 February 2026 14:28:08 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

To: Redacted <Redacted>

Cc: Complaints - Cwynion <Complaints@gov.wales>

Subject: HR-1109419-Y5Q4 - Formal Complaint – Inaccurate Information and Failure to Address Statutory and Policy Issues Relating to HMO Licensing

Mae'ch gohebiaeth wedi ei dderbyn gan y tîm Cynggori ar Gwynion Llywodraeth Cymru.

Mae'r polisi ar gael drwy'r post ar gais a gellir dod o hyd iddo hefyd ar ein gwefan: [Sut i wneud cwyn am Lywodraeth Cymru \[HTML\] | LLYW.CYMRU](#).

Nid yw'r Polisi yn caniatáu inni ystyried cwynion am benderfyniad nad yw wedi cynnwys camweinyddu.

Gallwch ddisgwyl ymateb ymhen 15 diwrnod gwaith. Eich Cyfeirnod yw **HR-1109419-Y5Q4**

Your correspondence has been received by the Welsh Government Complaints advice team.

The policy is available by post on request and can also be found on our website: [How to make a complaint about Welsh Government \[HTML\] | GOV.WALES](#).

The Policy does not allow us to consider complaints about a decision which has not involved maladministration.

You can expect to receive a response within 15 working days. Your Reference is **HR-1109419-Y5Q4**

Cofion / Regards

Y Tîm Cynggori ar Gwynion / Complaints Advice Team

Gweithrediadau a Chyflenwi AD / HR Operations and Delivery

Cyfarwyddiaeth Pobl a Lleoedd / People and Places Directorate

Llywodraeth Cymru / Welsh Government

From: Redacted <Redacted>

Sent: Thursday, 5 February 2026 14:00:41 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

To: Complaints - Cwynion

Subject: Formal Complaint – Inaccurate Information and Failure to Address Statutory and Policy Issues Relating to HMO Licensing TO-JB-01154-25

To: Welsh Government Complaints Team

Dear Sir/Madam,

I am submitting this as a formal complaint under the Welsh Government Complaints Procedure regarding the handling of my correspondence of 17 December 2025 and 19 January 2026, and the subsequent response issued by Ms Redacted Ford of the Housing Policy Division on 19 January 2026.

My concerns relate to (1) the provision of factually incorrect information, (2) the failure to address the substantive statutory and policy issues I raised, and (3) the failure to provide a clear, complete, and accurate response in line with Welsh Government service standards.

1. Provision of factually incorrect information

The Welsh Government response asserts:

"HMO licensing only comes into consideration once planning permission, where required, has been granted."

This is incorrect as a matter of law.

- The Housing Act 2004 contains no requirement for planning permission to be obtained before a mandatory or additional HMO licence can be applied for or granted.
- Section 64 requires a licence to be granted if statutory tests are met.
- Section 72 makes it a criminal offence to operate a licensable HMO without a licence, meaning landlords frequently apply for licences before planning permission.
- Welsh local authorities routinely process licence applications irrespective of planning status.
- Many HMOs do not require planning permission at all (e.g., C4 use, established use, small HMOs).

The statement provided by Welsh Government is therefore a material misstatement of the statutory framework.

2. Failure to address the core issue: absence of public participation in HMO licensing

My correspondence highlighted that:

- Licensing regimes under the Licensing Act 2003 require public consultation and allow residents to make representations.
- HMO licensing, despite significant community impact, provides no equivalent statutory right for residents to comment.
- This inconsistency has democratic and practical consequences for neighbourhood amenity, cohesion, and safety.

The Welsh Government response did not address this issue at all.

3. Failure to address the scope for consultation within additional licensing schemes

I specifically raised that:

- Additional licensing schemes under Part 2 of the Housing Act 2004 provide discretion for local authorities.
- There is scope to embed consultation mechanisms within these schemes.
- Welsh Government guidance could be strengthened to encourage or require this.

This point was ignored in the response.

4. Failure to answer the direct questions I asked

In my follow-up correspondence, I requested categorical clarification on four points:

1. Whether Welsh Government will amend its position to reflect that planning permission is not a prerequisite for HMO licensing.
2. Whether Welsh Government will introduce statutory public consultation rights into the HMO licensing process.
3. Whether Welsh Government will review the licensing framework to align with other licensing regimes (e.g., Licensing Act 2003).
4. Whether Welsh Government will strengthen guidance to local authorities regarding consultation in additional licensing schemes.

None of these questions were answered.

5. Failure to meet Welsh Government service standards

The response failed to meet the standards of:

- Accuracy – due to the incorrect statement of law.
- Clarity – due to the omission of answers to direct questions.
- Completeness – due to the failure to address the substantive issues raised.
- Responsiveness – given the lack of engagement with statutory and policy matters.

6. Remedy sought

I request:

1. A corrected statement of the statutory relationship between planning permission and HMO licensing.
2. A full and substantive response to the four questions set out above.
3. Confirmation of whether Welsh Government will review the democratic deficit in HMO licensing.
4. An explanation for the failure to address the issues raised in my original correspondence.
5. Assurance that future responses will meet Welsh Government service standards.

I look forward to receiving a formal written response to this complaint.

Yours faithfully,
Mr Redacted Redacted

Sent from my iPhone