



Llywodraeth Cymru
Welsh Government

ATISN 15553

26 October 2021

Dear

ATISN 15553 – CTM Complaints

Thank you for your request to the Welsh Government for information under the Freedom of Information Act (2000) received on 29 September. You asked for -

- *How many complaints has the Welsh Government received regarding the service CTM has provided to customers?*

Our response:

The Welsh Government's Complaints Advice Team has received 32 complaints regarding Corporate Travel Management (CTM). Of these, 27 referred to the service provided to customers by CTM.

Additional correspondence received by Welsh Government which may refer to CTM has not been included in this response as it was not logged as a complaint.

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 Email: 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*

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

Yours sincerely,