

14 June 2023

Dear

**ATISN 18534**

Thank you for your request which was received on 24 May 2023. Following our response to you under ATISN 17450, you asked for the following information:

*For the years 2020, 2021 and 2022, the total number of complaints received against Welsh Government, broken down by:*

1. *Directorate and Division.*
2. *Complaints Upheld.*
3. *Complaints partially upheld.*
4. *Complaints rejected.*
5. *Number of cases proceeding to Ombudsman.*
6. *Complaints upheld by Ombudsman.*
7. *Complaints partly upheld by Ombudsman.*
8. *Complaints rejected by Ombudsman.*

Some of the information requested is shown at Annex 1. The number of cases referred to the Ombudsman can be found by accessing the Welsh Government's Consolidated Accounts under 'Handling Complaints'. Information for 2022-23 is yet to be published.

[Welsh Government Consolidated Accounts 2020-2021](#)

[Welsh Government Consolidated Accounts 2021-2022](#)

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](mailto: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

Telephone: 0303 123 1113

Website: [www.ico.org.uk](http://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

## Annex 1

### April 2020 – March 2021 complaints received.

#### Stage 1 complaints

ESNR – Economy, Skills, and Natural Resources

EPS – Education and Public Services

OFMCO – Office of the First Minister and Cabinet Office

HSS – Health & Social Services

Department	Division	Status
ESNR	Entrepreneurship & Delivery	Not Upheld
ESNR	Rural Payments Wales	Partially Upheld
EPS	Education Directorate	Not Upheld
ESNR	Entrepreneurship & Delivery	Not Upheld
ESNR	Rural Payments Wales	Partially Upheld
OFMCO	Corporate Shared Services Centre	Not Upheld
OFMCO	Engagement and Innovation	Upheld
ESNR	Rural Payments Wales	Partially Upheld
OFMCO	Corporate Shared Services Centre	Upheld
OFMCO	Corporate Shared Services Centre	Not Upheld
EPS	Finance	Upheld
ESNR	Rural Payments Wales	Not Upheld
ESNR	Rural Payments Wales	Not Upheld
ESNR	Rural Payments Wales	Partially Upheld
ESNR	Rural Payments Wales	Partially Upheld
HSS	Substance Misuse	Not Upheld
EPS	Communities	Not Upheld
ESNR	Rural Payments Wales	Not Upheld
OFMCO	Corporate Shared Services Centre	Upheld
ESNR	Rural Payments Wales	Not Upheld
OFMCO	Corporate Governance & Assurance	Not Upheld
ESNR	Rural Payments Wales	Upheld
OFMCO	Corporate Governance & Assurance	Upheld
OFMCO	Corporate Shared Services Centre	Upheld
OFMCO	Engagement & Innovation	Upheld
ESNR	Network Management Division	Not Upheld
OFMCO	European & External Affairs	Not Upheld
ESNR	Renewable Energy	Not Upheld
EPS	Finance & Corporate	Not Upheld

	Services	
ESNR	Renewable Energy	Not Upheld
ESNR	Rural Payments Wales	Partially Upheld
ESNR	Rural Payments Wales	Not Upheld
ESNR	Rural Payments Wales	Not Upheld
OFMCO	Office First Minister	Not Upheld
EPS	Communities	Upheld
ESNR	Rural Payments Wales	Upheld
ESNR	Rural Payments Wales	Not Upheld
HSS	Workforce	Not Upheld
ESNR	Rural Payments Wales	Not Upheld
ESNR	Rural Payments Wales	Not Upheld
ESNR	Rural Payments Wales	Partially Upheld
ESNR	Rural Payments Wales	Partially Upheld
OFMCO	Corporate Governance & Assurance	Not Upheld
ESNR	Rural Payments Wales	Partially Upheld
ESNR	Rural Payments Wales	Partially Upheld
ESNR	Rural Payments Wales	Partially Upheld
OFMCO	Corporate Shared Services Centre	Upheld
ESNR	Rural Payments Wales	Not Upheld
ESNR	Network Management Division	Not Upheld
OFMCO	Corporate Governance & Assurance	Not Upheld
ESNR	Entrepreneurship & Delivery	Not Upheld
ESNR	Rural Payments Wales	Partially Upheld
ESNR	Rural Payments Wales	Partially Upheld
ESNR	Rural Payments Wales	Upheld
ESNR	Rural Payments Wales	Not Upheld
ESNR	Rural Payments Wales	Not Upheld

## **Stage 2 complaints**

<b>Department</b>	<b>Division</b>	<b>Status</b>
ESNR	Network Management Division	Not Upheld
EPS	Care Inspectorate Wales	Not Upheld
EPS	Care Inspectorate Wales	Partially Upheld
ESNR	Rural Payments Wales	Partially Upheld
ESNR	Planning	Not Upheld
ESNR	Building Regulations	Not Upheld
ESNR	Food	Not Upheld
ESNR	Rural Payments Wales	Partially Upheld
ESNR	Animal Welfare	Not Upheld
EPS	Care Inspectorate Wales	Upheld
ESNR	CADW	Not Upheld
EPS	Care Inspectorate Wales	Not Upheld
ESNR	Animal Welfare	Not Upheld
EPS	Care Inspectorate Wales	Not Upheld

**April 2021 – March 2022 complaints received.**

**Stage 1 complaints**

<b>Department</b>	<b>Division</b>	<b>Status</b>
OFMCO	Corporate Governance & Assurance	Not Upheld
OFMCO	Office of the Legislative Council	Not Upheld
HSS	NHS Workforce	Upheld
ESNR	Planning	Not Upheld
OFMCO	Corporate Shared Services Centre	Not Upheld
EPS	Education Directorate	Not Upheld
EPS	Education Directorate	Not Upheld
OFMCO	Engagement & Innovation	Not Upheld
OFMCO	Public Appointments	Not Upheld
OFMCO	Corporate Governance & Assurance	Not Upheld
HSS	Covid	Not Upheld
HSS	Health Inspectorate Wales	Not Upheld
ESNR	Entrepreneurship & Delivery	Not Upheld
OFMCO	KAS & Chief Social Research	Not Upheld
ESNR	Entrepreneurship & Delivery	Not Upheld
ESNR	Rural Payments Wales	Not Upheld
ESNR	Rural Payments Wales	Not Upheld
ESNR	Rural Payments Wales	Not Upheld
ESNR	Planning	Not Upheld

ESNR	Rural Payments Wales	Partially Upheld
ESNR	Rural Payments Wales	Not Upheld
OFMCO	Corporate Governance & Assurance	Upheld
EPS	Welsh Language	Not Upheld
ESNR	Rural Payments Wales	Not Upheld
ESNR	Business	Not Upheld
OFMCO	Permanent Secretary Group	Upheld
OFMCO	Permanent Secretary Group	Not Upheld
HSS	Social Services & Integration	Not Upheld
OFMCO	Corporate Shared Services Centre	Not Upheld
OFMCO	Communications	Upheld

OFMCO	Corporate Shared Services Centre	Upheld
ESNR	CADW	Not Upheld
ESNR	Network Management Division	Not Upheld
ESNR	Rural Payments Wales	Upheld
ESNR	Rural Payments Wales	Not Upheld
OFMCO	Corporate Shared Services Centre	Upheld
ESNR	Rural Payments Wales	Not Upheld
OFMCO	Corporate Governance & Assurance	Not Upheld
OFMCO	Corporate Shared Services Centre	Not Upheld
ESNR	Rural Payments Wales	Partially Upheld
EPS	Communities	Not Upheld
ESNR	Rural Payments Wales	Upheld
ESNR	Rural Payments Wales	Upheld
ESNR	Planning	Not Upheld
ESNR	Business	Not Upheld
ESNR	Rural Payments Wales	Partially Upheld

### **Stage 2 complaints**

<b>Department</b>	<b>Division</b>	<b>Status</b>
EPS	Care Inspectorate Wales	Not Upheld
ESNR	Regional Delivery	Not Upheld
EPS	Care Inspectorate Wales	Not Upheld
EPS	Care Inspectorate Wales	Not Upheld
ESNR	Rural Payments Wales	Partially Upheld
HSS	Health & Transport	Not Upheld
ESNR	Rural Payments Wales	Not Upheld
OFMCO	Permanent Secretary Group	Not Upheld
HSS	Cafcass Cymru	Not Upheld
ESNR	Office of the Chief Veterinary Officer	Not Upheld
ESNR	Office of the Chief Veterinary Officer	Not Upheld
OFMCO	Permanent Secretary Group	Not Upheld
EPS	Care Inspectorate Wales	Partially Upheld
ESNR	Sustainable Development	Partially Upheld
HSS	Health Inspectorate Wales	Partially Upheld
ESNR	Transport Policy	Not Upheld
ESNR	Rural Payments Wales	Not Upheld
ESNR	Office of the Chief Veterinary Officer	Not Upheld
ESNR	Office of the Chief Veterinary Officer	Partially Upheld

ESNR	Transport Policy	Not Upheld
OFMCO	Legal Services	Not Upheld
HSS	Health Inspectorate Wales	Partially Upheld
EPS	Care Inspectorate Wales	Not Upheld
HSS	Strategic Information	Not Upheld
ESNR	Rural Payments Wales	Not Upheld
ESNR	Food Policy	Not Upheld
EPS	Care Inspectorate Wales	Upheld
ESNR	Flood & Coastal Erosion Risk Management	Not Upheld
HSS	Strategic Information	Not Upheld
EPS	Care Inspectorate Wales	Not Upheld
EPS	Care Inspectorate Wales	Not Upheld
ESNR	Planning	Not Upheld
ESNR	Planning	Not Upheld
EPS	Care Inspectorate Wales	Not Upheld
HSS	Primary Care & Health Science	Not Upheld
EPS	Care Inspectorate Wales	Not Upheld
HSS	Operations	Not Upheld

### March 2022 – April 2023 complaints received.

#### Stage 1 complaints

CCRA – Climate Change & Rural Affairs Group

CCOG – Chief Operating Officer's Group

OFM – Office of the First Minister

ESJWL – Education, Social Justice & Welsh Language Group

HSS – Health & Social Services Group

ETC – Economy, Treasury and Constitution Group

Department	Division	Status
CCRA	Rural Payments Wales	Not Upheld
COOG	Corporate Governance & Assurance	Not Upheld
CCRA	Rural Payments Wales	Not Upheld
OFM	Corporate Shared Services Centre	Not Upheld
CCRA	Rural Payments Wales	Partially Upheld
COOG	Human Resources	Not Upheld
COOG	Corporate Governance & Assurance	Upheld
CCRA	Network Management Division	Not Upheld
COOG	Corporate Governance & Assurance	Not Upheld
COOG	HR	Upheld
ESJWL	Equalities & Human	Not Upheld

	Rights	
COOG	Housing Policy	Upheld
COOG	Care Inspectorate Wales	Upheld
HSS	Cafcass Cymru	Not Upheld
ETC	Culture, Sport & Tourism	Not Upheld
CCRA	Rural Payments Wales	Not Upheld
COOG	Corporate Shared Services Centre	Upheld
ESJWL	Social P 'ship, Employability & Fair work	Upheld
ESJWL	Education Directorate	Not Upheld
ETC	CADW	Not Upheld
CCRA	Economic Infrastructure	Upheld
HSS	Covid	Not Upheld
ETC	CADW	Upheld
COOG	HR Resourcing	Upheld
COOG	Care Inspectorate Wales	Not Upheld
CCRA	Rural Payments Wales	Upheld
ETC	Business	Not Upheld
CCRA	Rural Payments Wales	Upheld
HSS	NHS Workforce & Operations	Partially Upheld
CCRA	Rural Payments Wales	Not Upheld
HSS	NHS Workforce & Operations	Not Upheld
PSO	Permanent Secretary Group	Not Upheld
ETC	Culture, Sport & Tourism	Not Upheld
COOG	Human Resources	Upheld
ESJWL	Social P 'ship, Employability & Fair work	Not Upheld
ETC	Business	Upheld
CCRA	Rural Payments Wales	Not Upheld
FM	FM's Office	Not Upheld
COOG	Data & Geography	Not Upheld
PSO	Governance & Performance	Upheld
COOG	Recruitment & Resourcing	Not Upheld
HSS	Health Inspectorate Wales	Not Upheld
HSS	Cafcass Cymru	Not Upheld

### **Stage 2 complaints**

<b>Department</b>	<b>Division</b>	<b>Status</b>
OFCO	Corporate Governance & Assurance	Not Upheld
CCRA	Energy & Efficiency	Partially Upheld
CCRA	ICT Infrastructure	Not Upheld



HSS	NHS Workforce & Operations	Not Upheld
COOG	Care Inspectorate Wales	Not Upheld
COOG	Care Inspectorate Wales	Partially Upheld
HSS	NHS Workforce & Operations	Partially Upheld
COOG	Care Inspectorate Wales	Not Upheld
ETC	International Relations	Not Upheld
CCRA	Rural Payments Wales	Partially Upheld
COOG	Care Inspectorate Wales	Not Upheld
COOG	Health Inspectorate Wales	Not Upheld
CCRA	Infrastructure Delivery	Not Upheld
COOG	Audit, Assurance & Counter Fraud	Not Upheld