

27 June 2023

Dear

ATISN 18603

Thank you for your request which was received on 14 June 2023. Following our response to you under ATISN 18534, you asked for the following information:

For the years 2020, 2021 and 2022, total number of complaints against Welsh Government and rejected as ineligible. To be broken down by division and directorate. (Complaints that have been received, but no action taken)

All complaints received by the Complaints Advice Team are handled under the Welsh Government's complaints policy. No complaints that fall within the complaints policy are rejected.

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

Telephone: 0303 123 1113

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