

24 November 2025

Dear

ATISN 26335

Thank you for your request which I received on 3 November. You asked for the following information:

For complaints received in the months of November 2024 and May 2025:

a) How many complaints were received by the Complaints Advice Team at the email address as published in the complaints procedure, namely 'complaints@gov.wales'?

170 Complaints were received

b) How many of those complaints received were Stage 1 complaints?

24 Stage 1 complaints

c) How many of those complaints received were Stage 2 complaints?

18 Stage 2 complaints

d) How many of those Stage 1 complaints were responded to (irrespective of within the calendar month under consideration or later)?

24 Stage 1 complaints

e) How many of those Stage 2 complaints were responded to (irrespective of within the calendar month under consideration or later)?

18 Stage 2 complaints

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

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,