



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Sent by email to:

Eich cyf/Your ref
Ein cyf/Our ref

Dyddiad / Date: 19/12/2016

Dear

Complaint in respect of ATISN 10788

I am the Assistant Chief Inspector for CSSIW Operations and I was asked to review the decision not to release the original "letter" expressing concern about your service to you. I have had no previous involvement with this issue.

CSSIW relies heavily on members of staff and the public coming forward when people have concerns about the care people receive and CSSIW has procedures in place which recognise the need to protect the confidentiality of those prepared to raise concerns either as whistle-blowers or people using or visiting care services. It is important to provide reassurance so that people are not anxious about potential reprisals when they contact CSSIW, especially care workers who are protected by law when raising concerns to a prescribed body about the health and safety and welfare of people using services.

We therefore do not share "original" concerns with providers but we will explain the nature of the concern when we follow up a concern.

I have evaluated whether in this case the original concern can be shared and am concerned that the style, the content, the punctuation and language used would reveal the identity of the person raising the concern. On the basis of this, I have concluded that it is not appropriate on this occasion to share the original concern with you.

Accordingly, the complaint is not upheld and I have determined that s40 still applies for the reasons stated in our letter dated 6 October 2016.

I have considered your complaint in accordance with the procedure outlined in the [Welsh Government's Practical Guide for Making Requests for Information](#) which is available by post on request or via the internet.

If you remain dissatisfied with this response you 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.

Yours sincerely

David Francis
Assistance Chief Inspector
CSSIW