

Ein cyf / Our ref: ATISN-11669

Dyddiad/Date: 20/11/2017

Dear ,

ATISN-11669 – CSSIW's procedure for investigating complaints about the conduct of the services the CSSIW regulate

Thank you for your recent request received on 25 October 2017, for a copy of our internal procedure on how staff handle referrals of concerns/complaints in relation to regulated organisations.

The information that you requested is enclosed. Please note however that this guidance is currently being revised in light of an organisational restructure and a new ICT system and therefore some parts of it are now out of date, however the general principles remain the same.

I understand that Mr Brian Davies, Senior Inspector, has offered to meet with you and is in the process of arranging another date.

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

AGGCC
Swyddfa Llywodraeth Cymru
Parc Busnes Rhydycar
Merthyr Tudful
CF48 1UZ
www.aggcc.org.uk

☎ 0300 790 0126

✉ cssiw@wales.gsi.gov.uk

CSSIW
Welsh Government Office
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
www.cssiw.org.uk

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

or Email: FreedomOfInformationOfficer@wales.gsi.gov.uk

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