

29 March 2023

Dear

ATISN 17269 - Request for Information.

I refer to your request which I received on 13 March 2023. You asked for the following information:

- The written notes or audio recordings of telephone calls with Rural Payments Wales (RPW) Customer Contact Centre regarding the submission of a claim under the Small Grants Efficiency Scheme.

Our response

I can confirm Rural Payments Wales (RPW) does not make audio recordings of telephone calls to the Customer Contact Centre. The written note of the telephone call in relation to the Small Grants Efficiency Scheme can be found at Annex A.

Where information relates to the personal information of 3rd parties, and I have been unable to obtain consent to release the information I have redacted that information within the document.

Next steps

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 Email: 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.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours faithfully