8 August 2019

Dear [Name],

Thank you for your request, which I received on 31 July 2019. Further to the correspondence, you received from the Deputy Director of Homes and Places on 30 July (and the content therein), you asked for the following information:

- a copy of the policy / process that will allow me to establish what right of appeal [if any] is available or how the decision may now be challenged.

We do not have an alternative policy or process, other than our existing complaints procedure, that provides individuals with the right of appeal or challenge should they remain unsatisfied with the outcome of their complaint.

We do provide guidance to staff on the management of complaints and they can refuse to respond to individuals if they find themselves subject to unacceptable behaviour or non-malicious but persistent requests that we are unable to provide any further response on.

As this is internal guidance for Welsh Government employees, it does not include a mechanism for right of appeal or challenge, and therefore, there is no policy or process that we can provide you that meets your request.

However, there remains a further avenue for you to consider, if you remain dissatisfied with how Welsh Government has dealt with your complaints; you may complain to the Ombudsman. He is independent of all government bodies and can look into your complaint, if you believe that you have been:

- treated unfairly or received a bad service through failure on the part of the body providing it
- disadvantaged personally by a service failure or have been treated unfairly

You can contact the Ombudsman by writing to:

Public Service Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

Phone: 03007900203
Email: ask@ombudsman-wales.org.uk
The website: www.ombudsman-wales.org.uk

This information can also be found via the Welsh Government’s complaints internet pages.

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 sincerely