



Llywodraeth Cymru
Welsh Government

Eich Cyf/Your Ref:
Ein Cyf/Our Ref: ATISN 13616

29 November 2019

Dear ,

ATISN 13616 Complaints procedures for school governing bodies in Wales

Thank you for your request which I received on 28 November 2019. You asked for:

- Figures to back up the statement in the *Complaints procedures for school governing bodies in Wales* guidance circular 011/2012 that it should be rare to reach Stage C of the complaints process. That is the number of complaints received by school governing bodies in Wales.

Following a search of our paper and electronic records, I have established that the information you require is not held by the Welsh Government.

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,

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.

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