

Dear

Complaint in respect of ATISN 18828 - Swansea Bay UHB Maternity Services

Thank you for your email which was received on 24 September 2023, requesting an internal review following Healthcare Inspectorate Wales' (HIW) response to your recent request for information.

I have reviewed HIW's response and spoken to the two members of staff involved in responding. I have also taken advice on the requirements and expectations of responding to requests for information under the Freedom of Information Act 2000. The obligations when responding to requests under the Act are to provide information held, rather than documents held. In this case HIW concluded that, given the need to apply a number of redactions to certain documents, the best way to present information captured by the request would be to extract the relevant information and place it in a separate document. To be clear, the information provided was not a summary; it was an exact copy of what was contained in the original documents. I am satisfied with this approach is in line with our obligations under the Act.

I have concluded that HIW's response was appropriate, and that the complaint is not upheld, as all the recorded information captured by your request, with the exception of information withheld under Sections 40(2) and 41 of the Act, was made available in the response.

Next steps

Your complaint was considered in accordance with the procedure outlined in the [Requesting information from the Welsh Government](#) 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

Alun Jones
Chief Executive
Healthcare Inspectorate Wales