

Our ref: NB/mm

Ask for: Nick Bennett

Your ref: VG/08940/20



01656 641152

Date: 1 December 2020



Marilyn.morgan@ombudsman.wales

Mr Vaughan Gething MS  
Minister for Health and Social Services  
Welsh Government

By Email Only:  
Correspondence.Vaughan.Gething@gov.wales

Dear Vaughan

### **NHS Complaints data**

Thank you for your letter dated 26 November 2020 setting out the aims of the Once for Wales Concerns Management System programme.

I would be delighted to meet with Welsh Government and NHS officials to hear about the work being undertaken and the timescales for delivery with a view to ensuring our CSA work complements their efforts. I will ask my EA, Marilyn to contact Teresa to make arrangements.

In the meantime, after what has been an extremely challenging year, may I take this opportunity to wish you and your colleagues all the best for Christmas and the New Year.

Yours sincerely

**Nick Bennett**  
Ombudsman

Copy: Llyr Gruffydd MS, Chair - Finance Committee

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