



Our ref: MAM/AR/mdm

Ask for: Michelle Morris

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John Griffiths MS
Chair of Local Government and
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Welsh Parliament
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By email only:
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Dear John

During the year we have continued our work as Complaints Standards Authority for Wales. For the first time, we now have data on complaint handling practices of the Welsh Local Authorities for a full financial year.

Since the Committee has indicated an interest in our Complaints Standards work in the past, I am pleased to attach a briefing presenting the 2021/22 data that we collected from the Welsh Local Authorities.

I trust that you will find this publication useful and that it will be of interest to the Committee. Please do not hesitate to contact me if you would like to discuss this publication in further detail.

Our Complaints Standards work commenced with Local Authorities but is being extended to include Health Boards and Trusts and larger Housing Associations. We will publish data on these separately in due course.

Yours sincerely



Michelle Morris
Public Services Ombudsman for Wales

CC - Peredur Owen Griffiths MS, Chair of the Finance Committee