**Date issued:** 29 March 2022

**Freedom of Information Request**

We are writing further to our initial response (dated 18 February) to your Freedom of Information request. In that response, in answer to your question ‘*how many complaints have been submitted to Transport for Wales about Tannoy announcements on trains since October 2018?’*, we advised that we required more time to provide the data for 2018-2020.

We can now confirm that TfW does not have this data.

Thank you for your patience.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".