**Date issued:** 29 December 2022

**Freedom of Information Request**

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**You asked for the following information:**

*“Dear Transport for Wales,*

*Please can you provide the following information:*

*1. The number of complaints received on an annual basis (since 2018) 2. The top three most common complaints on an annual basis (since 2018) 3. The average response time to complaints on an annual basis (since 2018) 4. The number of assistance reports on annual basis (since 2018)*

*Yours faithfully,”*

**Having reviewed your questions, we are unable to provide the requested information:**

We confirm that we hold the information requested. However, under section 21 of the Freedom of Information Act, this data is already in the public domain and can be found at the links below. As this exemption is absolute, we do not need to apply the public interest test.

<https://dataportal.orr.gov.uk/statistics/passenger-experience/passenger-rail-service-complaints/>

<https://dataportal.orr.gov.uk/statistics/passenger-experience/passenger-assistance/>

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".