**Date issued:** 21 April 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:**

*‘I am doing some research and i need to know how many complaints you have received about station staff at stations you manage within the past five years but broken down by station. So like for example, how many complaints have you received about station staff who work at station x, how many complaints have you received about station staff who work at station y, how many complaints have you received about station staff who work at station z, etc etc etc and so on for each station that you manage. Please provide me with this information for the past five years or if that is not possible than just as far back as you can go. Note it is important the data is broken down by station so that i know how many complaints were received regarding station staff at each of your stations. I am only asking about station staff and not about any onboard staff or any other type of staff. Thank you for your help.’*

**Having reviewed your questions, we are able to provide the following information:**

TfW holds this information dating from January 2020 onwards. This is due to the implementation of a new Customer Relationship Management (CRM) system, meaning that TfW no longer holds data prior to January 2020. The breakdown of complaints received about station staff at the stations we manage is provided below:

|  |  |
| --- | --- |
| **Station** | **Count** |
| Cardiff Central | 290 |
| Chester | 91 |
| Newport (South Wales) | 78 |
| Shrewsbury | 70 |
| Swansea | 55 |
| Carmarthen | 39 |
| Cardiff Queen Street | 36 |
| Llandudno Junction | 36 |
| Wrexham General | 27 |
| Hereford | 26 |
| Pontypridd | 24 |
| Bridgend | 24 |
| Rhyl | 17 |
| Neath | 15 |
| Cathays | 14 |
| Port Talbot Parkway | 13 |
| Merthyr Tydfil | 13 |
| Radyr | 10 |
| Aberystwyth | 9 |
| Machynlleth | 9 |
| Prestatyn | 8 |
| Llandudno | 8 |
| Flint | 7 |
| Bangor (Gwynedd) | 7 |
| Holyhead | 7 |
| Cwmbran | 7 |
| Llanelli | 7 |
| Barry | 6 |
| Colwyn Bay | 6 |
| Manchester Piccadilly | 6 |
| Abergavenny | 5 |
| Shotton | 5 |
| Haverfordwest | 5 |
| Penarth | 5 |
| Porth | 4 |
| Llandaf | 3 |
| Trefforest | 3 |
| Aberdare | 3 |
| Treherbert | 2 |
| Leominster | 2 |
| Treorchy | 2 |
| Cadoxton | 2 |
| Ystrad Mynach | 2 |
| Pwllheli | 1 |
| Runcorn East | 1 |
| Warrington Bank Quay | 1 |
| Manchester Oxford Road | 1 |

We trust this information is of use to you.

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. 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".