

Date issued: 26 August 2021

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 information access policy.

Your Questions Answered:

1. The number of complaints TfW received from members of the public between 1st January 2021 and 1st July 2021.
4492
2. The number of complaints made to TfW which received a written response within 24 hours.
Resolved within 24 hours - 560
3. The number of complaints made to TfW which received a written response within 10 days.
First response issued within 10 days – 4018
Number of complaints also resolved within 10 days – 3267
[Figures include those with first contact issued / resolved within 24 hours]
4. The number of complaints made to TfW which received a written response within 20 days.
First response issued within 20 days – 4460
Number of complaints also resolved within 20 days – 4383
[Figures includes those with first contact issued / resolved within 10 days]
5. Of the figures referenced in points 3, 4, 5 above, the number of those complaints which related to Metro construction.
254 total complaints

We hope 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".