**Date issued:** 12th of January 2024

**Freedom of Information Request** 01/24

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 US…**

1. **I would be grateful if you could confirm how many services on the Coryton Line have been cancelled and how many have been delayed in the last six months.**
2. **Please can you also confirm how many complaints have been made and what actions have been taken to address these issues.**

**RESPONSE**

Question 1

In the last 6 months 5.3% of services on the Coryton line have been cancelled and we have run 83.2% of our services on-time to 3 minutes.

Question 2

In the 6 month period July 2023 - December 2023, Transport for Wales received 82 complaints that were logged for the Coryton line , 1 instance of praise and 1 query.

These complaints are forwarded to the relevant department/supplier for action and picked up in the monthly Voice of the Customer forum for discussion with the relevant department heads if there are particular themes and this drives action for improvements.

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 Cadwyn, 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".