



Gofal Cymdeithasol **Cymru**
Social Care **Wales**

Teitl

Cyhoeddwyd gyntaf: 15 Tachwedd 2023

Diweddariad olaf: 13 Tachwedd 2023

Lawrlwythwyd y ddogfen hon o gofalcymdeithasol.cymru ac efallai nid hwn yw'r fersiwn diweddaraf.

Ewch i <https://gofalcymdeithasol.cymru/amdanom-ni/teitl> am y fersiwn diweddaraf.

Heading

You may ask us to provide information in any format.

- However, we may consider the cost of providing the information before meeting your request.
 - You may ask for information in paper form or electronic form, or you may ask for permission to inspect records containing the information at Social Care Wales's offices.
1. It is our policy that our public facing documents, publications and web-based information is available in Welsh and English.
 2. We can provide other information in Welsh if it is requested, however we may need to pass on some or all of the cost of translation in some circumstances. We will discuss and confirm this with you before proceeding.

[Dogfen](#)

DOCX 101KB

Call to action

What happens when I make a Freedom of Information Act request?

When we receive a request, we must respond within 20 working days. If we need more information from you or if you need to pay a fee, the clock is stopped until we receive the information or the fee (if applicable). If you don't pay the fee within 3 months, we will assume that you no longer want the

information.

Important

You may ask us to provide information in any format. However, we may consider the cost of providing the information before meeting your request. You may ask for information in paper form or electronic form, or you may ask for permission to inspect records containing the information at Social Care Wales's offices.

You should complete this form if you are dissatisfied with any service provided by Social Care Wales and wish the matter to be investigated further.

Your details

Full name *

Address

Address 1

Address 2

Address 3

City

Post code

Country

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Telephone number

Email *

Details of your complaint

Please give details of the department or person you are complaining about, where appropriate.

Name / department

What is your complaint?

Incident(s) summary:

Date and time of incident(s)

If applicable

What would a successful outcome look like to you?

Representative details

Do you wish to have a colleague/ trade union representative/ support worker accompany you through the complaints process?

No

Your representative's name

Your representative's address

Address 1

Address 2

Address 3

City

Post code

Country



Your representatives email

What happens when I make a Freedom of Information Act request?

Dangos

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Exempt Information

Dangos

We will strive to make information available whenever we legally can, except where we consider release would cause significant harm.

The Freedom of Information Act is aimed at all information we hold. However, there is certain information that is 'exempt' from the Act. This means that we must first decide whether an exemption applies to all or part of the information someone has asked for and balance withholding it against the public interest in providing it (public interest test). There are a number of 'absolute exemptions' where we do not have to provide the information at all.