

Comments, complaints and requests for information

Response to complaints:

Total number of formal complaints received in 2015-2016: **3** All of which were responded to within our target timescale of 20 working days.

Date	Outcome	Subject of complaint
04/01/2016	Partly upheld	Conduct and judgements on inspection
13/10/2015	Upheld	Management of contracted inspector by Estyn
13/07/2015	Not upheld	Process and judgements on inspection

Requests received under FOIA

Total number of requests for information received and responded to under FOIA in 2015-2016: **19**

Date	Estyn response	Nature of request
09/04/15	Information fully released	Research for a book on unauthorised disclosures of official information and whistleblowing
08/05/15	Information not released	Inspection information
30/06/15	Information fully released	A list of all schools in Wales and their latest Estyn score and the date last visited
06/07/15	Information fully released	Estyn monitoring report
08/07/15	Information fully released	Estyn monitoring report
07/08/15	Information fully released	A request for correspondence between Estyn's senior leadership team and Cardiff County Council concerning their inspection.
20/08/15	Information not held – referred to CSSIW	Name and contact details for early years childcare providers
01/09/15	Information fully released	Information relating to reorganisation of secondary education provision in mid and north west of Pembrokeshire.
29/09/15	Information fully released	Estyn monitoring report
01/10/15	Information not held	Information relating to a particular school
07/10/15	Information fully released	Estyn monitoring report
13/10/15	Information fully released	Estyn monitoring report
8/12/15	Information fully released	Information about our current ICT contracts with third party suppliers.

14/12/15	Information not held	Specific information regarding teaching through the medium of Welsh and working memory/phonology
14/12/15	Information not released (directed to website as already available)	Information showing all schools and how they are currently rated.
11/01/16	Information fully released	Estyn monitoring report
25/02/16	Information fully released	Estyn monitoring report
01/03/16	Information fully released	Estyn monitoring report
24/03/16	Information fully released	Estyn monitoring report

100% completed within target of 20 working days. One internal review took place during 2015-2016 and there was one independent review by the Information Commissioner's Office.

Requests received under the DPA

Total number of requests for information received under DPA in 2015-2016: **40**

100% completed within target of 40 calendar days from receipt of ID.

Subject access requests that include lesson observation forms are issued under both the DPA and FOI Act. The target for completion of such requests is 20 working days, in line with the target for responding to FOI requests.