

P Samuel

Ein cyf / Our ref: ATISN 12852

Sent via email to:

Dyddiad / Date: 15/01/2019

request-539554-54f1fa10@whatdotheyknow.com

Dear P Samuel

ATISN 12852: Request for information

Thank you for your request that we received on 14/12/2018.

You asked for:

- Information regarding the number of documented complaints against Horizons Educare of Swansea since 2010

Care Inspectorate Wales (CIW) welcomes concerns and feedback about care providers registered with us. We do not have a statutory power to investigate individual complaints nor resolve disagreements between people and their service providers. CIW does record concerns raised with us regarding a registered service which are a cause for worry for the person who has chosen to report it. We can provide information regarding concerns raised with CIW about a care service or service provider, rather than complaints made to them.

Horizons Educare Limited is registered with CIW as a service provider in relation to six care services in Wales and was previously registered as the provider for a further service which is no longer operating. The organisation has been registered with CIW since June 2013.

The information we are providing relates to concerns raised in relation to all care services which are, or have been, registered with CIW since June 2013 by Horizons Educare Limited.

Following a search of our records, I can confirm that since June 2013, there have been a total of 22 concerns raised with CIW in relation to care services for which Horizons Educare Limited are the registered provider.

Arolygiaeth Gofal Cymru (AGC)
Swyddfa Merthyr Tudful
Llywodraeth Cymru
Adeiladau'r Llywodraeth
Parc Busnes Rhydycar
Merthyr Tudful
CF48 1UZ
www.arolygiaethgofal.cymru

☎ 0300 790 0126
📠 0872 437 7302
✉ ciw@gov.wales

Care Inspectorate Wales (CIW)
Merthyr Tydfil Office
Welsh Government
Government Buildings
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
www.careinspectorate.wales

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Kirsty Manton
Knowledge & Information Manager