

Freedom of Information requests

2011

Reference number: 11-015

Amgueddfa Cymru
Parc Cathays, Caerdydd CF10 3NP
Ffôn: (029) 2039 7951 Ffacs: (029) 2057 3321

Amgueddfa Cymru – National Museum Wales
Cathays Park, Cardiff CF10 3NP
Tel (029) 2039 7951 Fax (029) 2057 3321

amgueddfa
national
museum
wales
Cymru

5 January 2012

Reference number: 11-016

Dear,

REQUEST FOR INFORMATION – *Information relating to the number of complaints Amgueddfa Cymru – National Museum Wales received in total in relation to ‘Christmas Nights 2011’.*

Thank you for your request for information. As Head of Knowledge & Information Management for Amgueddfa Cymru - National Museum Wales, I am responsible for responding to your request for information.

I refer to your email of 14th December 2011, in which you asked for the following information:

How many complaints you have received in total in relation to ‘Christmas Nights’. I would like to know if it is only me or did others feel let down too.

In responding to your request for information, I would firstly like to say how sorry I am that you feel your experience was not what you had hoped it would be. Amgueddfa Cymru prides itself on providing an enjoyable visit for all of its visitors. I will be passing your comments regarding your experience to our events team as I know they will be interested to see how we could improve our services.

In regards to your request for information, I can confirm that Amgueddfa Cymru received 2 complaints in relation to the ‘Christmas Nights’, the ‘Christmas Nights’ event was held over 2 nights with a total number of 6,779 attending the event.

Thank you for taking the time to contact us with your concerns, we take every comment seriously and I personally will be raising it with the relevant staff.

Your request was considered according to the principles set out in the National Assembly's Code of Practice on Public Access to Information (third edition). The Code is published on the Internet at www.information.wales.gov.uk.

If you believe that I have not applied the Code of Practice on Public Access to Information correctly or have not followed the relevant laws, please contact me to request a first-stage review. If, after that, you are still not satisfied you may request a formal review by Amgueddfa Cymru. When dealing with any concerns, we will follow the principles of the National Museum of Wales's Code of Practice on Complaints, which is available on our website at www.museumwales.ac.uk/en/45/ or by post from:

Mr Robin Gwyn
Director of Communications
Amgueddfa Cymru – National Museum Wales
Cathays Park
Cardiff
CF10 3NP

You also have the right to complain to the Information Commissioner. Normally, however, you should pursue the matter through our internal procedure before you complain to the Information Commissioner. The Information Commissioner can be contacted at:

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

Yours sincerely,

Head of Knowledge & Information Management