# COMPLAINTS STATISTICS 1 Jan – 31 March 2024

## New complaints

The following Tables give information of complaints received in the third quarter of 2024-25.

 Table 1: Complaints received, source and admissibility

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Q1** | **Q2** | **Q3** | **Q4** | **Total**  |
| Received | 25 | 45 | 41 | 79 | 190 |
| % by public | 92% | 87% | 100% | 83% | 89% |
| % by Member against Member | 0% | 2% | 0% | 0% | 0.5% |
| % Member against self | 0% | 2% | 0% | 3% | 1.5% |
| % by Clerk of the Senedd | 8% | 4% | 0% | 14% | 9% |
| % not admissible | 84% | 64% | 90% | 81% | 82% |
| % admissibility not decided by period end | 8% | 20% | 0% | 3% | 7% |

### Table 2: Complaints by subject matter

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Q1** | **Q2** | **Q3** | **Q4** | **Total** |
| Conduct on social media | 4 | 28 | 9 | 12 | 53 |
| Misuse of resources | 1 | 1 | 0 | 1 | 3 |
| Standard of service | 3 | 3 | 8 | 3 | 17 |
| Failure to register/declare and interest | 2 | 6 | 4 | 12 | 24 |
| Outside remit (conduct in Plenary or Ministerial conduct) | 13 | 2 | 10 | 4 | 29 |
| Other conduct | 2 | 5 | 10 | 47 | 64 |
| **TOTAL** | **25** | **45** | **41** | **79** | **190** |

### Table 3: Reasons for inadmissibility

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | **Q1** | **Q2** |  **Q3** | **Q4** | **Total**  |
| 1 | Not in writing (Procedure paragraph 4.2(a)) | 0 | 0 | 0 | 0 | 0 |
| 2 | Complainant not named (Procedure paragraph 4.2(b)) | 0 | 0 | 0 | 0 | 0 |
| 3 | Not about conduct of Member (Procedure paragraph 4.2(c) | 0 | 2 | 5 | 2 | 9 |
| 4 | Does not state act or omission complained of (Procedure paragraph 4.2(d)) | 2 | 3 | 1 | 3 | 9 |
| 5 | Insufficient supporting evidence (Procedure paragraph 4.2 (e)(i)) | 0 | 13 | 5 | 22 | 40 |
| 6 | Conduct, if proved, not a breach of relevant provision (Procedure paragraph 4.2(e)(ii)) |  |  |  |  |  |
|  | a. Conduct in plenary or Committee (Code paragraph 3) | 12 | 1 | 1 | 3 | 17 |
|  | b. Ministerial Conduct (Code paragraph 7(ii)) | 2 | 2 | 7 | 1 | 12 |
|  | c. Standard of service (Code paragraph 7(iii)) | 2 | 3 | 5 | 7 | 17 |
|  | d. Other | 4 | 9 | 13 | 25 | 51 |
| 7 | Not within period allowed (Procedure paragraph 4.2(g)) | 0 | 0 | 0 | 1 | 1 |