**Public Services Ombudsman for Wales**

**Good Records Management Matters Consultation**

1. Contact details

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| Name | Click or tap here to enter text. |
| Organisation | Click or tap here to enter text. |
| Address | Click or tap here to enter text. |
| Address 2 | Click or tap here to enter text. |
| City/Town | Click or tap here to enter text. |
| County | Click or tap here to enter text. |
| Postal Code | Click or tap here to enter text. |
| Email Address | Click or tap here to enter text. |
| Phone Number | Click or tap here to enter text. |

1. Is the change in the use of ‘Key Messages’ instead of ‘Principles’ helpful?

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| Click or tap here to enter text. |

1. Are the expectations of good records management set out in the ‘Key Messages’ clear and easy to understand?

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| Click or tap here to enter text. |

1. Will the key messages help you manage your records effectively when delivering your services and is the level of detail sufficient to help you apply them?

If not, what changes would you suggest?

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| Click or tap here to enter text. |

1. Is the inclusion of case studies to highlight the impact of poor records management on organisations and citizens be useful?

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1. What effects could the guidance have on the Welsh language, specifically on opportunities for people to use Welsh and on treating the Welsh language no less favourably than English.

How could positive effects be increased, or negative effects be mitigated?

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| Click or tap here to enter text. |

1. Do you have any other comments about the Good Records Management Guidance or related matters that you would like to share?

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| Click or tap here to enter text. |

**Thank you for taking the time to respond to our consultation**