

Cath **Senior Complaints Officer:**

My name's Cath, I'm a Senior Complaints Officer. I work in the Wales regional office, and I've been working for the ICO for almost a year.

The Wales regional office deals with general enquiries from individuals and organisations. We also deal with all Freedom of Information complaints against Welsh public authorities, and we also have a sort of two way flow, so that any particularly Welsh issues are fed back to Central Policy in Wilmslow.

In the regional offices we tend to deal with complaints about all sectors, whereas in Wilmslow they tend to specialise in a specific sector. We also tend to have some outward facing aspects to our role as well, and I sort of liaise with public authorities, sometimes doing some Freedom of Information awareness sessions, going to conferences and helping public authorities improve their handling of Freedom of Information requests.

There's a range of benefits that the ICO provides. I contribute to the pension, make multi-contributions, and there's also something called BHSF, which is sort of healthcare.

The ICO has supported my career. It provided Freedom of Information training for me when I first started. I'm currently mentoring a new member of staff in our Wales regional office, and there are numerous opportunities for promotion and career development within the organisation.

I'd recommend a friend to the ICO, particularly the Wales regional office, because there's interesting and challenging roles. My colleagues are all professional and dedicated, but at the same time there's a lot of office banter and a really good atmosphere. And the office itself is really nice, and we're located in Cardiff Bay, which is convenient and a popular location in Cardiff.