

John Back-Brown

[Request-29132-3935020c@whatdotheyknow.com](mailto:Request-29132-3935020c@whatdotheyknow.com)

**Ref No. FOI 0282**

17<sup>th</sup> March 2010

Dear Mr Back-Brown,

**Request for information under the Freedom of Information Act 2000**

Thank you for your email dated 17 February 2010 requesting information regarding complaints made against S-Cat, ICT Consultancy and Specialist Solutions framework agreement suppliers.

I can confirm that Buying Solutions holds some of this information. Consideration has been given to your request and for convenience this reply follows the order of your message.

**For all suppliers across all Lots of the SCAT, ICT Consultancy (A217834) and Specialist Solutions (A217837) frameworks, please provide details of:**

**1) The number of complaints reported by each supplier;**

We do not hold this information.

**2) The number of complaints made by customers to Buying Solutions against each supplier. I would be grateful if you could provide this information for the last 5 years (or the framework duration if shorter).**

Please see attached spreadsheet giving names of the suppliers and the number of complaints made against them over the last 5 years.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request and should be addressed to the Freedom of Information Officer at [foi@buyingsolutions.gsi.gov.uk](mailto:foi@buyingsolutions.gsi.gov.uk)

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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

If you have any queries about this letter, please contact me, quoting the reference number above.

Yours sincerely,  
Lesley Farrell  
Assistant Freedom of Information Officer  
Buying Solutions