



Michael Traill

Our Ref: MT/200210-010410

1<sup>st</sup> April 2010

Dear Mr Traill,

Many thanks for your request dated 28 February 2010 for more information regarding information held relevant to the construction of the Edinburgh Tram Project. For your information I have quoted below your specific request.

*I request to know the following pieces of information in relation to the Edinburgh Trams scheme;*

*1) Complaints since the commencement of works;*

*a. The total number of complaints received?*

*b. The number of complaints made in each month so far since the works began?*

*c. The subject of the complaints by category if this is logged (no need to break down by month)?*

I can confirm that I have now considered your request for information and I have been able to provide a response to your request. This response is outlined in the attachment to this letter.

This is a **full** release of all the information you requested.

The Freedom of Information (Scotland) Act 2002 (the Act) / Environmental Information (Scotland) Regulations 2004 (the Regulations) provide(s) you with some important rights to information held by Scottish public authorities. While we believe that we have released all the relevant information in response to your information request, in the event that you are dissatisfied with this response you may like to know that you have a right to request a review of the handling of your request, including this response. If you wish to request a review, you should write to the Director of Customer Service and Communications at the address below within 40 working days of receipt of this letter, stating that you are requesting a review and the reasons for your dissatisfaction with our response. You will receive a full response to this request for review within 20 working days of its receipt.

Tel: +44 (0) 131 623 8600 Email: [info@edinburghtrams.com](mailto:info@edinburghtrams.com) Fax: +44 (0) 131 623 8601 Web: [www.edinburghtrams.com](http://www.edinburghtrams.com)

If you cannot view the attachment, you may need a free copy of Adobe PDF reader.  
This can be obtained online at [www.adobe.com](http://www.adobe.com)

Please do not hesitate to contact me if you would like clarification of any of the points  
in this letter, my contact details are below.

Kind regards



**Mike Connelly**  
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**Complaints and nature of complaints since the commencement of tram construction for Michael Traill (Ref: 280210-010410)**

**Complaints were not formally recorded until December 2008.**

**Total number of complaints from 1 December 2008 to and including 26 March 2010 = 472**

<b>Nature of Complaint</b>	<b>Figures</b>
<b>Noise and mess complaints from the contractor</b>	<b>170</b>
<b>Traffic Management Issues</b>	<b>145</b>
<b>Utility problems</b>	<b>58</b>
<b>Edinburgh Tram Project Signage</b>	<b>26</b>
<b>Traffic Signal Problems</b>	<b>18</b>
<b>Complaints about decision to build tram</b>	<b>16</b>
<b>Damage to member of the public or their personal property</b>	<b>16</b>
<b>Disability Complaints</b>	<b>5</b>
<b>Trees</b>	<b>4</b>
<b>Out of Office Hours</b>	<b>14</b>
<b>Total</b>	<b>472</b>