

ASHFIELD DISTRICT COUNCIL

Urban Road,
Kirkby-in-Ashfield,
Nottingham,
East Midlands.
NG17 8DA

Tel: 01623 450000
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www.ashfield-dc.gov.uk



Mr Trevor Nunn
request-3339-a7eb6367@whatdotheyknow.com

Contact:	Andy Gray Scrutiny & Policy Officer (Information Management)	Our Ref:	NunnT/021008/ SL-F3
Direct Line:	(01623) 457244	Your Ref:	*
E-Mail	x.xxxx@xxxxxxxxxxxxx.xxx.xx	Date:	28/10/2008

Dear Mr Nunn

INFORMATION REQUEST

Your request for information has now been considered and the information requested is enclosed.

Q. over the last 12 months, as a percentage of total complaints against the council how many ended up being dealt with by,

- 1) *the Local Government Ombudsman?*
- 2) *the Police?*
- 3) *Solicitors and/or the courts?*

A.

1. 4.6%
2. 0%
3. 0%

If you have any queries or concerns then please feel free to contact me.

If you have a complaint about the handling of your enquiry then please contact myself or Mrs. Zoë Butler Customer Services Manager at:
Ashfield District Council, Urban Road,
Kirkby-In-Ashfield,
Nottingham,
East Midlands.
NG17 8DA,

telephone: 01623 457509
e-mail: x.xxxxxx@xxxxxxxxxxxxx.xxx.xx.

Upon following the corporate Complaints Procedure you are still not satisfied with the outcome received you also have a right of appeal to the Information Commissioner at:
Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 01625 545 700
www.informationcommissioner.gov.uk

The information provided has been released under the appropriate Access to Information legislation.

This does NOT allow for re-use of that information.

If re-use is required for this or any other Council information you must contact Ashfield District Council for permission as terms and conditions may apply.

Please use contact details above.

Yours sincerely

Mr J R Christopher
Deputy Chief Executive (Inward Focus)