

AYLESBURY VALE DISTRICT COUNCIL

www.aylesburyvaledc.gov.uk

OFFICIAL RESPONSE TO FREEDOM OF INFORMATION REQUEST

This request was answered under the legislation indicated below:-

Statutory Deadline

- DP** Data Protection Act 1998 (£10 fee payable) +40 elapsed days after date of receipt*
- FOI** Freedom of Information Act 2000 (usually free) +20 working days after date of receipt*
- EIR** Environmental Information Regulations 2004 +20 working days after date of receipt*
- EIR *exceptionally extended* +40 working days after date of receipt*
- RPSI** Reuse of Public Sector Information Regulations +20 working days after date of receipt*

Date Received on 2nd Oct 2008

Reply Due by 30th Oct 2008



AYLESBURY VALE
DISTRICT COUNCIL

Request Reference
FOI 545

Date Reply Sent
29th Oct 2008

Question asked (as phrased by customer)

From: Trevor R Nunn [<mailto:request-3340-57ae982c@whatdotheyknow.com>]
Posted At: 02 October 2008 22:54
Posted To: Data Protection
Conversation: Freedom of Information request - Complaints
Subject: Freedom of Information request - Complaints

Dear Sir or Madam,

Pre-question clarification: A complaint against a council may consist purely on an administrative error or it may also include a potentially criminal act and/or infringements of a complainants civil rights (legal and/or human rights).

Therefore, I would like the following information, 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?

Yours faithfully,
Trevor R Nunn

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:

<http://www.whatdotheyknow.com/help/about#officers>

AVDC response

Trevor Nunn

Please find the information you requested (as quoted opposite) below:-

Question 1: 4%

Question 2: 0

Question 3: 0

If you have any further requests please email records@aylesburyvaledc.gov.uk

Regards
Sarah Walker
On behalf of the Head of IT

Is records@aylesburyvaledc.gov.uk the wrong address for Freedom of Information requests to Aylesbury Vale District Council? If so please contact us using this form:
<http://www.whatdotheyknow.com/help/contact>

INFORMATIVES

1. The legislation gives a right of access to information contained within records which is not necessarily the same as access to records themselves. Sometimes this can be most efficiently achieved by providing copies of the original documents. On other occasions the raw documents could be difficult to interpret - due to the use of jargon, or because the information sought is only a small part of a much larger document covering also other matters beyond the scope of the request, or we may have reason to withhold some or all of the information under a statutory FOI exemption or EIR exception. This form offers a means of summarising and/or providing interpretation in these circumstances so as to reduce costs and improve clarity.
2. If you are dissatisfied with our response or wish to seek further explanation or make a comment please contact us again – see our publication scheme on website www.aylesburyvaledc.gov.uk or our Corporate Complaints leaflet “If we’ve got it right or wrong” for details of the procedure.
3. Please note that you do have a right to make a complaint direct to the Information Commissioner and details on how to do this are set out on the Information Commissioner’s website www.informationcommissioner.gov.uk under the heading “How to make a complaint”