



INVESTOR IN PEOPLE



**Barrow Borough Council**  
**Corporate Services Division**  
**Legal Department**

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Trevor R Nunn  
What Do They Know

**Our Ref:** JH/FOI0705

**Contact Name:** Jane Holden

**Date:** 03/10/08

**Your Ref:**

**Tel No:** 01229 876452

Dear Sir

**FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST**

Thank you for your request for information regarding Complaints. Your request was received on 2nd October 2008 and I am dealing with it under the terms of the Freedom of Information Act 2000.

Your request is being considered and you will receive the information requested within the statutory timescale of 20 working days as defined by the Freedom of Information Act 2000, subject to the information not being exempt or containing a reference to a third party.

If appropriate, the information may be provided in paper copy, normal font size. If you require alternative formats, then please let me know.

For your information, the Act defines a number of exemptions, which may prevent release of the information you have requested. There will be an assessment and if any of the exemption categories apply then the information will not be released. You will be informed if this is the case, including your rights of appeal.

If the information you request contains reference to a third party then they may be consulted prior to a decision being taken on whether or not to release the information to you. You will be informed if this is the case.

There may a fee payable for this information. This will be considered and you will be informed if a fee is payable. In this event the fee must be paid before the information is processed and released. The 20 working day time limit for responses is suspended until receipt of the payment.

**Re-use of Information Supplied**

Any information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder. You can find details on the arrangements for re-using Crown Copyright on HMSOnline at:

<http://www.hmso.gov.uk/copyright/licences/click-use-home.htm>



Information you receive which is not subject to Crown Copyright continues to be protected by the copyright of the person or organisation from which the information originated.

If you intend to re-use the information you have requested you **MUST** apply for a re-use licence. Applications for re-use must be made in writing and state the purpose for which the information will be reused.

Under the Re-use of Public Sector Information Regulations we may choose to allow re-use under licence, imposing conditions on the re-use of the information to ensure it is not used in a manner inconsistent with our copyright and we may also decide to charge a re-use fee.

If you have any queries or concerns then please contact me as detailed above.

Further information is also available from the Information Commissioner at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 01625 545 700  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Yours faithfully

Jane Holden  
Corporate Services Officer