

Mr T R Nunn

Our Ref: DP/FOIR/7

Your Ref:

Date: 26 January 2009

By email:

Request-5729-2f3760c5@whatdotheyknow.com

Dear Mr Nunn

Thank you for your request for information which was received by Essex County Council on 9 January, 2009.

The information that you are requesting is extremely wide ranging. It will involve a manual examination of a great many files on individual matters held by the Authority. By way of illustration, some 284 complaints were received in the last three years. Each of these complaints would have been the subject of a separate file. You will appreciate that over the five year period that you request the information there would be considerably more files to examine. In the circumstances I have calculated it would cost Essex County Council more than £450 to locate, retrieve and provide the information you have requested so I am exercising Essex County Council's right not to fulfill your request. I would be pleased to discuss with you ways in which the cost of meeting your request might be reduced below this limit. You may for example be interested in a particular year and in those circumstances it would be possible to reduce the cost of your request by targeting the year in which you have a particular interest.

Please do not hesitate to contact me if you would like any further advice or assistance.

If you are not satisfied with my response to your request please let me know. If I am unable to resolve the issue immediately I will explain our complaints procedure.

If after following our complaints procedure you are still not satisfied, you are entitled to ask the Information Commissioner to review our decision. You can contact him at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone: 01625 545700.

Yours sincerely



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