



**CHARITY COMMISSION**  
FOR ENGLAND AND WALES

Mr S Delahunty  
By email: [request-701805-41c5fbc5@whatdotheyknow.com](mailto:request-701805-41c5fbc5@whatdotheyknow.com)

Charity Commission  
PO Box 211  
Bootle  
L20 7YX

**Your ref:**  
**Our ref: C-530624**

**Date: 20 November 2020**

Dear Mr Delahunty,

## **RESPONSE TO REQUEST FOR INFORMATION**

Thank you for your request for information which I have dealt with under the Freedom of Information Act 2000 (the Act).

You have requested the following information:

“How many complaints has the commission received about the work or purpose of the National Trust between 1 August and 20 October 2020?”

I can confirm that the Commission has received three complaints that fall within the scope of your request.

Please note, the Commission is not solely reliant on complaints in assessing regulatory concerns about a charity.

If you are dissatisfied with the handling of your request or the decision which has been reached, you have the right to ask for an internal review. Internal review requests must be submitted within two months of the date of this response and should be addressed to the Charity Commission at PO Box 211, Bootle, L20 7YX (email: [RIGA@charitycommission.gov.uk](mailto:RIGA@charitycommission.gov.uk)).

If you are not satisfied with the internal review, you are able to appeal to the Information Commissioner. Generally, the ICO cannot make a decision unless you have exhausted our review procedure.

### **On track to meet your deadline?**

Visit [www.gov.uk/charity-commission](http://www.gov.uk/charity-commission) for help on filing your annual return and accounts

**t:** 0300 066 9197 (General enquiries)

**w:** [www.gov.uk/charity-commission](http://www.gov.uk/charity-commission)

The ICO can be contacted at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF (email: [casework@ico.org.uk](mailto:casework@ico.org.uk)).

Yours sincerely,

Lucy Breakspere

Information Rights and Complaints Manager