

Our ref: 1085433
24 April 2018

ryu flint
???

Account reference:xxxxxxxxxxxxxxxxxxxxxx@xxxxxxxxxxxxxxxx.xxx

Freedom of Information Act 2000

Dear Ryu Flint

Your request for information is being handled under the Freedom of Information Act 2000.

Request

"Dear Birmingham City Council housing

what is the procedure when you get one letter just one letter of complaint about rude staff members but it contains offensive words?

do you

- (a) give them a warning? letter before you take action
- (b) call the police?
- (c) throw them out the council house with out warning?

do you have the guidance when dealing with one letter of complaint which has offensive words.

example:

some one writes in and its a complaint about a staff member and repairs. but has offensive, words what is the guidance when dealing with such letters."

Response

Birmingham City Council has determined that the request is a repeat of previous requests in accordance with section 14(2). We also consider it to be vexatious in accordance with section 14(1). In reaching this conclusion, the Council has taken the wider context and history of the request into account.

On 12 March you submitted your request ref: 988635, which we responded to on 27 March providing the information. Since then, you have asked for the same information in your requests ref: 1047933 (22/3/18), 1052133 (23/3/2018) and this request ref: 1085433 (4/4/2018). You were informed that 1047933 and 1052133 were being rejected due to being duplicates.

Performance & Support Services

Place Directorate
PO Box 2122
3rd Floor, Council House Extension
6 Margaret Street
Birmingham
B3 3BU

Tel: 0121 675 2336 – 675 7508
Email: xxxxx.xxx@xxxxxxxxxxx.xxx.xx
Web: www.birmingham.gov.uk/foi_disclosure

In case there has been a misunderstanding of the information we provided, we will clarify that Birmingham City Council has a single corporate complaints procedure which we supplied to you via a link to our website. The Housing Service does not have a separate complaints procedure.

You have also made multiple requests for internal reviews. We have noted that you did not give the Council the opportunity to respond to your request ref: 988635 by the statutory deadline before submitting your duplicate requests and internal review requests. I can advise that the Council will not be conducting internal reviews for your repeat requests 1047933, 1052133 and 1085433.

Please quote the reference number 1085433 in any future communications.

If you are still dissatisfied with the Council's response you have a right of appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF.
Telephone: 01625 545 700
Website: www.ico.gov.uk

I will now close your request as of this date.

Yours Sincerely

Shakera Trombley-Miah

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