**Request Reference: 19200687**

**Date received: 10 August 2019**

**Date response sent: 15 August 2019**

**1. Why do you place vulnerable adults with severe mental health problems in unsuitable temporary accommodation?**

**2. What temporary accommodation would you deem suitable for someone with complex and severe mental health issues?**

**3. Why do you place a vulnerable adult with complex and severe mental health problems in unsuitable accommodation with a convicted pedophile [name removed]?**

Questions 1 to 3 are not a requests for recorded information, they are questions regarding your view on our housing procedures. Therefore these do not fall under the Freedom of Information Act 2000. Information about housing can be found on the Council’s website at <https://www.torbay.gov.uk/housing/>

**4. What time frame do you have, for investigating complaints and why do you ignore SERIOUS complaints?**

Under Section 21 of the Freedom of Information Act 2000 Torbay Council is not required to provide information in response to a request where the information is already reasonably accessible to an applicant.

The information you have requested is available via the Torbay Council website at[**https://www.torbay.gov.uk/council/get-in-touch/feedback/how-we-deal-with-complaints/**](https://www.torbay.gov.uk/council/get-in-touch/feedback/how-we-deal-with-complaints/)

This is an absolute exemption and therefore there is no requirement to consider the Public Interest Test.

In respect of the question you have raised, ‘why do you ignore serious complaints’, again this is a question regarding your personal opinion and is not a request for recorded information. Therefore it does not fall under the Freedom of Information Act 2000. Information in relation to the Council’s Complaints Procedure can be found via the above link.