



Mr Trevor R Nunn
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Information Governance Team
Coventry City Council
Council House
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Our reference: 08-12128961-4
03 November 2008

Dear Mr Nunn

Thank you for your request for information about **Complaints**, which we received on 06th October 2008.

Your request has been considered under the **Freedom of Information Act 2000**.

My reasonable enquiries have included a review of all aspects of your request, which are addressed in turn below. You asked:

Pre-question clarification: A complaint against a council may consist purely on an administrative error or it may also include a potentially criminal act and/or infringements of a complainants Civil rights (legal and/or human rights).

Therefore, I would like the following information, over the last 12 months, as a percentage of total complaints against the council how many ended up being dealt with by,

- 1) *The Local Government Ombudsman?*
- 2) *The Police?*
- 3) *Solicitors and/or the courts?*

During the year **01 October 2007 to 30 September 2008**, Coventry City Council ("The Council") has handled **2012** complaints via its corporate Comments, Compliments and Complaints system.

With regard to **question 1**, during the above period, the Council was asked to respond to **23** complaints by the Local Government Ombudsman ("LGO").

In addition, during the above period, the LGO decided **17** complaints without seeking any information from the Council.



During the above period, the LGO also referred **28** premature complaints it had received back to the Council to put through its internal complaints system because the Council had not had a reasonable opportunity to deal them.

In line with the LGO, the Council record and analyse complaints statistics for April to March each year.

For your information, details of the performance for each local authority are available from the LGO website at:

www.lgo.org.uk

With regards to **questions 2 and 3**, this information is not collated by all Council Directorates as part of the complaints-handling process.

This is because there is no requirement for the Council to do so.

However, where the involvement of these bodies is recorded in complaints recorded in the total for the period above, the figure is **14** complaints.

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If you wish to apply to reuse the information you have requested or have any other issues relating to this request please do not hesitate to contact me.

I hope you feel that our response meets your request.

However you have a right to make a complaint about the handling of your request, and you also have a right to make an appeal about the outcome of your request – in the first instance to the Council's Information Governance Team at:

Information Governance Team
Council House, Basement Room 5
Earl Street, Coventry.
CV1 5RR
xxxxxxx@xxxxxxx.xxv.uk

If you are still dissatisfied with the outcome of the complaint and/or appeal for [the Freedom of Information Act 2000](#), you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

03 November 2008

Cheshire
SK9 5AF

Yours sincerely

Iain Harrison
Information Governance Officer