

C. O'Carroll  
What do they know.com

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Your ref:  
Our ref: 2-73RO9I  
17 May 2011

Dear Mr O'Carroll,

**Stage 2 Complaint: Internal review of FOI – Empty Commercial Properties**

I am writing to inform you that we received your request for an internal review on 16 May 2011. I can confirm that your case has been passed to the relevant section for investigation. We will deal with your request under stage two of Leeds City Council's Compliments and Complaints Policy.

The issues you have raised will be dealt with by an investigating officer in order for them to review your case and carry out a full investigation. They will contact you within 20 working days to report on their findings.

If you have any further issues or concerns that might impact on the investigation please contact myself on 0113 224 3032.

Yours sincerely,

**Paul Burns**  
**Customer Relations Officer**