



South Tyneside Council

Jackie Spiller
request-202664-8db38252@whatdotheyknow.com

Date: 16th April 2014
Our Ref: FOI 14 13690

Dear Mrs Spiller

Freedom of Information Request

I refer to your Freedom of Information Request received on 19th March 2014.

Your request asked for the following information:

Your Request

Please could you tell me since 2010 how many complaints to the council, about the council were escalated to the stage three level and how many were upheld and found in favour of the complaint?

Council's Response

We can confirm the following information with regards your request.

Since 2010 there have been 82 complaints that were escalated to stage 3 Level of South Tyneside Council's complaints procedure.

Of these 82 cases:

- 12 complaints were upheld in full or in part
- 63 complaints were not upheld, however it should be noted that 11 of these cases resulted in recommendations for service improvements.
- 7 complaints have been withdrawn, cancelled or are ongoing.

Copyright Procedure

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Internal Review Procedure

If you are dissatisfied with the handling of this enquiry you can invoke the Council's internal review procedures to ask for an independent review of your request. All such requests must be sent to us within 4 weeks and must clearly state in writing your reference number and your reasons for your request for internal review.

The Information Governance Team can be contacted at the following address: Information Governance Team, Central Library, Prince Georg Square, South Shields, Tyne and Wear, NE33 2PE.

Information Commissioner's Office (ICO)

Should you remain dissatisfied with the final outcome of the internal review process you can write to the Information Commissioner to ask for an independent review. The Information Commissioner is the Government's Independent Body responsible for overseeing the Freedom of Information Act 2000, the Data Protection Act 1998 and the Environmental Information Regulations 2004.

Please do note the ICO will only review cases that have exhausted the Council's internal review procedures. All correspondence to the ICO must quote the Council's reference number and your reasons for your appeal.

The ICO's contact details are as follows: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF. More information can be found on the ICO's website at www.informationcommissioner.gov.uk.

If you have any further queries about this matter, please do not hesitate to contact us on (0191) 424 6539, or by emailing foi@southtyneside.gov.uk.

Yours sincerely

Paul Robinson

Corporate Lead, Corporate Affairs