

Dear

I am writing to you in reply to your Freedom of Information Act (FOIA) request to Nottinghamshire County Council. Firstly I apologise for the delay in replying to you and for any inconvenience it may have caused. I have the following information.

1) For the years provided, how many complaints against the council have been registered by your county council?

The following is information recorded through the council's formal complaints process. Please note that we only hold information going back to 2009.

Period	Number of complaints
01.01.2009 - 31.12.2009	610
01.01.2010 - 31.12.2010	658
01.01.2011 - 31.12.2011	848
01.01.2012 - 31.12.2012	1049
01.01.2013 - 31.12.2013	1089
01.01.2014 - 31.12.2014	1108
01.01.2015 - 31.12.2015	1037
01.01.2016 - 31.12.2016	1125
01.01.2017 - 31.12.2017	878

2) In relation to the above questions, how many ended up being dealt with the following:

A) The Local Government Ombudsmen

Period	LGO Referrals
01.01.2009 - 31.12.2009	5
01.01.2010 - 31.12.2010	6
01.01.2011 - 31.12.2011	10
01.01.2012 - 31.12.2012	23
01.01.2013 - 31.12.2013	25
01.01.2014 - 31.12.2014	33
01.01.2015 - 31.12.2015	24
01.01.2016 - 31.12.2016	48
01.01.2017 - 31.12.2017	35

B) The Police

C) Solicitors and/or the courts

We do not record any statistics for this. In order to be able to respond to the request with this level of detail, we would need to review each and every case that was referred through to Legal Services to identify if they were the result of a complaint.

You may be aware that there is a statutory limit to the amount of time authorities are required to spend in order to comply with a request. This is defined in the Appropriate Limit and Fees Regulations as 18 hours.

Having checked our records, we have approximately 18,109 cases that we have opened since 1st January 2007. Based on a sample of our existing cases, it would take us approximately 30 mins to review all of the correspondence on a case file to ascertain whether the substance of the case stemmed from a complaint. Therefore in accordance with Section 12 of the Freedom of Information Act we will not be able to provide this information.

D) Internally between the county council and the person(s) who issued the complaint.

Please see the response to question one.

If you have any queries or concerns then please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottscc.gov.uk.

Yours sincerely

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