

CITY OF
WOLVERHAMPTON
C O U N C I L

Response to Request for Information

Reference FOI 111573
Date 16 November 2015

Complaints

Request:

How many complaints has the council received in the last five years?

851

Can this be broken down by year (2011, 2012, 2013, 2014, 2015), what category the complaints fall under, and how many complaints were upheld and how many were dismissed?

The information you have requested referring to years 2011 and 2012 have been withheld from disclosure. The exemption engaged is Section 12 of the Freedom of Information Act 2000 (FOI).

Section 12 of the FOI exempts Public Authorities from providing information where the estimated cost of compliance exceeds the appropriate limit. Any estimate must be undertaken in accordance with the limits set in fees regulations made under Section 12 (5) of the FOI.

These Fees Regulations (SI 2004/3244 Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations) allow for a refusal where the cost of compliance, for local authorities such as the Council, would exceed £450. As a guide, staff time to identify and extract this information is charged at a rate of £25 per hour.

In summary to provide the information you have requested it would take us approximately 2/3 days to compile as no databases were kept for these years and we would therefore have to manually trawl through each record to analyse each complaint.

In estimating the cost of complying with a request for information, an authority can only take into account any reasonable costs incurred in:

“(a) determining whether it holds the information,

(b) locating the information, or a document which may contain the information,

*(c) retrieving the information, or a document which may contain the information,
and*

(d) extracting the information from a document containing it”.

1 January 2013 to 31 December 2013

Team	Total Complaints Received	Upheld	Not Upheld
Adult Education	4	0	4
Business Relationship (Legal)	2	0	2
City Direct	9	0	9
Civic Halls & Outdoor Events	8	0	8
Commissioning Older People	2	0	2
Community Safety	2	0	2
Development & Building Control	3	0	3
Employee Relations	2	0	2
Environmental Health	8	0	8
Trading Standards & Licensing			
Facilities Management	2	0	2
Housing Support	13	0	13
Operational Finance	8	0	8
Parking Services	10	1	9
Property Management	8	1	7
Primary	4	0	4
Public Protection	5	0	5
Revenues & Benefits	69	7	62
Sport & Recreation	12	5	7
Strategic Planning	2	0	2
Housing Policy & Sustainability			
Street Scene Services	36	2	34
Waste Management	53	3	50
Libraries	2	0	2
Bereavement Services	3	1	2
Fleet Services	1	0	1

1 January 2014 to 31 December 2014

Team	Total Complaints Received	Upheld	Not Upheld
Business Relationship (Legal)	1	0	1
City Direct	42	9	33
Civic Halls/Outdoor Events	2	0	2
Community Safety	1	0	1
Environmental	2	0	2
Health/Trading Standards/Licensing			
Facilities Management	2	1	1
Housing Support	22	1	21
Operational Finance	1	0	1
Parking Services	11	0	11
Primary	2	0	2
Public Protection	2	0	2
Revenues & Benefits	82	4	78
Sport & Recreation	2	0	2
Strategic	1	0	1
Planning/Housing Policy/Sustainability			
Street Scene	1	0	1
Waste Management	66	5	61
Libraries	16	1	15
Bereavement Services	8	2	6
Secondary	2	0	2
Private Sector	9	0	9
Housing/Housing Intervention			
Elections	9	8	1
Market Services	1	0	1
Public Realm	36	1	35
Highway Operations	2	0	2
Planning	8	0	8
Children & Safeguarding	1	0	1

1 January 2015 to 17 Nov 2015

Team	Total Complaints Received	Upheld	Not Upheld
City Direct	1	0	1
Civic Halls/Outdoor Events	5	0	5
Community Safety	1	0	1
Environmental	1	0	1
Health/Trading Standards/Licensing			
Facilities Management	4	0	4
Housing Support	13	2	11
Parking Services	7	0	7
Revenues & Benefits	56	4	52
Waste Management	52	7	45
Libraries	13	0	13
Bereavement Services	8	1	7
Fleet Services	2	1	1
Private Sector	4	0	4
Housing/Housing Intervention			
Parks	1	0	1
Elections	9	2	7
Market Services	1	0	1
Public Realm	31	1	30
Planning	2	0	2
Democratic Services/Members Services	1	0	1
Debt	1	1	0
Management/Finance			
Registrars	6	2	4
Corporate Landlord	5	1	4
School Admissions	3	0	3
Leisure Centres	24	1	23