



Information Governance

Coventry City Council
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Council House
Coventry
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www.coventry.gov.uk

17 January 2020

Please contact Information Governance
Direct line 024 7697 5408
infogov@coventry.gov.uk

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: REQ06664**

Thank you for your request for information relating to Coventry road complaints

Your request and our responses are outlined below:

Under the Freedom of Information Act 2000, I'd like to make a request regarding complaints filed against the roads regulated by your authority.

During these time periods:

01/04/2014 - 31/03/2015

01/04/2015 - 31/03/2016

01/04/2016 - 31/03/2017

01/04/2017 - 31/03/2018

01/04/2018 - 31/03/2019

Specifically, I'd like to request data on which roads have had the most complaints filed against them regarding their condition.

If this could include:

The specific roads which receive the most complaints regarding road conditions.

The amount of complaints received regarding condition for each of the roads above.

We can confirm that we do not hold this information in the format requested and are advising you as per Section 1(1) of the Act. Complaints regarding roads are categorised under Highways and cannot be broken down further ie to specific roads, traffic management issues or collections.

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

Should you wish to make any further requests for information, you may find what you are looking for is already published on the [Council's web site](#) and in particular its FOI/EIR [Disclosure log](#), [Council's Publication Scheme](#), [Open Data](#) and [Facts about Coventry](#).

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance