



**Information Governance Team**

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14 October 2020

Dear Sir/Madam.

**Freedom of Information Act 2000 (FOIA)  
Request ID: REQ07656**

Thank you for your request for information relating to customer relationship management (CRM) system.

You have requested the following information:

**1. Do you use a CRM in your Council?**

Coventry City Council does not use a customer relationship management system. Complaints are managed directly with the designated business functions.

**2. Please confirm what platform or product is used?**

**3. Please provide me with a copy of any review reports or audits you have undertaken in relation to your Customer Relationship Management (CRM) system.**

For Questions 2 to 3, these are not applicable. Please refer to Question 1.

**4. If you do not have a CRM, please send me any review reports or audit reports undertaken on whatever system you use to record, track and monitor queries from members of the public.**

**5. Please provide me with copies of the annual report on complaints trends and responses from 2018 to date or a url which points me to these reports.**

For Questions 4 to 5, following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

[https://www.coventry.gov.uk/info/5/contact\\_the\\_council/545/comments\\_compliments\\_and\\_complaints/3](https://www.coventry.gov.uk/info/5/contact_the_council/545/comments_compliments_and_complaints/3)

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.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

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](mailto: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](mailto:casework@ico.org.uk).

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

Yours faithfully

**Information Governance**