



Information Governance

Coventry City Council
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Coventry
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www.coventry.gov.uk

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

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: REQ07775**

Thank you for your request for information relating to Complaints relating to masks not being worn in commercial premises.

Your request and our responses are outlined below:

I'm writing to request your help under the Freedom of Information Act in finding out the level of complaints you've received in relation to people not wearing masks in commercial premises within your area.

- 1. Please could I receive a record from 24 July to 24 October of all complaints made by members of the public related to breaches of the mandatory wearing of masks in shops/retail premises, including the date of the complaint and the premises name.**
- 2. Please could I receive a record from 24 July to 24 October of all visits to stores by environmental health or trading standards team members related to complaints related to staff or customers not wearing masks, including the date of the visit and the premises name.**
- 3. Please could I receive a copy of each letter or warning sent to stores related to complaints regarding the wearing of face coverings.**

We can confirm that we do not hold this information and are advising you as per Section 1(1) of the Act.

To assist, the failure to wear face coverings in retail and shop premises is not enforced by the local authority, it is a matter for the Police to enforce. West Midlands Police can be contacted via the following link: foi@west-midlands.police.uk

With regard to complaints made to the Council by members of the public, if any complaints have been made, our database does not have a specific code relating to your request, which would allow us to retrieve details from it of any such complaints.

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

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