



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI546964886

Thank you for your request for information relating to number of Stage One Complaint Investigations.

You have requested the following information:

1. From 14 September 2021 to 14 September 2023, how many Stage One complaint investigations have been carried out by the Housing & Homelessness [possibly also known as Housing Review] section of Coventry City Council?

216 stage one complaint investigations were carried out.

2. Of these, how many completed Stage One complaint investigations were found in favour of the Complainant(s)?

44 complaints were upheld (found in favour of the complainant). Of these, 17 were upheld in full and 27 were partially upheld.

The supply of information in response to a FOI/EIR 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

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 icocasework@ico.org.uk.

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

Yours faithfully

Information Governance