



Information Governance Team

Postal Address:
Coventry City Council
PO Box 15
Council House
Coventry
CV1 5RR

www.coventry.gov.uk

E-mail: infogov@coventry.gov.uk

Phone: 024 7697 5408

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI553687062

Thank you for your request for information relating to Stage 2 Investigations by Homelessness Team.

You have requested the following information:

From 14 September 2021 to 14 September 2023, how many Stage 2 complaint investigations have been carried out by the Housing & Homelessness [possibly also know as Housing Review] section of Coventry City Council?

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

From 14 September 2021 to 14 September 2023, we confirm that a total of 33 complaints have been escalated to Stage 2 and have been investigated by our Housing Review Team. Of these, one was found fully in favour of the complainant and two were found partially in favour of the complainant. The other complaints were not upheld.

The supply of information in response to a FOI 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