



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI577879224

Thank you for your request for information relating to Complaints regarding schools.

You have requested the following information:

I would like to know the number of complaints sent by parents to the council about primary and secondary schools in 2023 and 2019. I would like a breakdown of the phase (primary, secondary) and the complaint type. If the breakdown by type of complaint exceeds the threshold, please just provide the other information I've requested

We are advising you as per Section 1(1) of the Act that we do not hold the requested information. We can only provide complaints which relate to School Admissions (as below) and not direct complaints about or, to the school.

April 2019 – March 2020: 5 complaints

April 2020 – March 2021: 3 complaints

April 2022 – March 2023: 3 complaints

To assist, the formal corporate complaints process for the council does not include dealing with complaints about schools as they are responded by the school itself and each governing body should have its own complaints procedure. In the first instance complaints about a school should usually be addressed to the head teacher. If the complainant is unhappy with the response, they can then make a formal complaint in writing to the chair of the governing body.”

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