



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI585397600

Thank you for your request for information relating to FOI/SAR/Complaints management performance.

You have requested the following information:

1. Number of FOI requests received in the 22/23 Financial Year

2. Number of Subject Access Requests in the 22/23 Financial Year

For Questions 1 and 2, 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://edemocracy.coventry.gov.uk/ieListDocuments.aspx?CIId=553&MIId=13049&Ver=4>

This exemption is not subject to the public interest test.

3. Number of Complaints received in the 22/23 financial year

Clarification: I was interested in complaints received through the councils corporate and social care complaints processes

1,912 complaints were logged.

4. What system is used to handle FOI requests?

Granicus/govService.

5. What system is used to handle Subject Access Requests?

None.

6. What system is used to handle Complaints?

Dash (Firmstep) and Access.

7. Percentage of FOI requests responded to on time in 22/23 financial year?

8. Percentage of Subject Access Requests responded to on time in 22/23 financial year?

For Questions 7 and 8, please refer to Question 1.

9. Percentage of Complaints responded to on time in 22/23 financial year?

In regards to Children's Services and Adult Social Care complaints, 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 links:

Children's:

https://www.coventry.gov.uk/downloads/download/3985/childrens_services_complaints_and_represe

Adults:

https://www.coventry.gov.uk/downloads/download/781/adult_social_care_complaints_and_represent

This exemption is not subject to the public interest test.

In regards to Corporate complaints, we hold the information which you have asked for, but we have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees Regulations 2004). This represents the estimated cost of one person spending 18 hours or more, in determining whether the information is held, locating, retrieving and extracting it.

The requested information is not held in a reportable format; it would require an officer to manually review each record to determine when each complaint was responded to and if this was within timescale. It has been estimated this would exceed the 18-hour limit under the Act to complete.

This part of your request has been refused under section 12(2) of the Act.

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