



London Borough of Barnet,
2 Bristol Avenue,
Colindale,
London NW9 4EW
27 November 2019
Our ref: 5788969

Thank you for your request received on 12 November 2019, for the following information:

I would like to make a Freedom of Information request for the following data:

I would like to know how many complaints have been received by London Borough of Barnet since January 1 2014.

*** I would like this information broken down into months.**

*** I would like the figures to be divided up into the different categories that can be complained about (environmental, parking ticket, planning application, trading standards, schools, children's social care, adult social care, councillor conduct).**

I would like this information in a spreadsheet please, with the data for complaints and compliments on separate forms.

We have processed this request under the Freedom of Information Act 2000.

Response

I am writing to inform you that we have searched our records and although we hold some of the information requested, some is not held by London Borough of Barnet because Enter the reason why the information requested is not held

We have provided answers to your request below showing where we do not hold the information requested.

I would like to know how many complaints have been received by London Borough of Barnet since January 1 2014.

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Corporate complaints held by Financial Year

<https://open.barnet.gov.uk/dataset/complaints-received-2014-15>

<https://open.barnet.gov.uk/dataset/complaints---received-2015-16>

<https://open.barnet.gov.uk/dataset/complaints---received-2016-17>

<https://open.barnet.gov.uk/dataset/complaints---received-2017-18>

2019-20 not yet published but will be in due course.

Procedures for handling complaints about Councillors are handled separately, outside of the Corporate Complaints process

Please see attached spreadsheet

<https://barnet.moderngov.co.uk/documents/s49788/20AProcedurefordealingwithcomplaints.docx.pdf>

2016-17

Constitution, Ethics and Probity Committee - Thursday 16th March, 2017

<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=589&MID=8832#AI20941>

<https://barnet.moderngov.co.uk/documents/s38533/Appendix%20A%20-%20Code%20of%20Conduct%20Allegations%20-%202016-17.pdf>

2017-18

Constitution and General Purposes Committee - Monday 22nd October, 2018

<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=174&MID=9502#AI26575>

<https://barnet.moderngov.co.uk/documents/s48989/Appendix%20A%20Code%20of%20Conduct%20Allegations%20201718.pdf>

2018-19

Constitution and General Purposes Committee - Tuesday 25th June, 2019 7.00 pm

<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=174&MID=9854>

<https://barnet.moderngov.co.uk/documents/s53166/Code%20of%20Conduct%20Allegations%20201819.pdf>

Complaints about schools are a separate process and the schools have their own systems for dealing with them. The London Borough of Barnet Education and Skills team does not hold school complaint information.

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.