

London Borough of Barnet
2 Bristol Avenue,
Colindale NW9 4EW
2 February 2023
Our ref: 8902061

Thank you for your request received on 4 January 2023, for the following information:

How many Corporate complaints have been made against Trading Standards on an annual basis since 2010?
What were the reasons for each complaint?
How many of these were resolved as a level 1 complaint? a level 2 complaint? a level 3 complaint?
How many were fully or partially upheld?
How much compensation did Barnet Council pay out for each complaint fully or partially upheld and which complaint?
How many were investigated by the Ombudsman?
What were his conclusions?
Has the Ombudsman ever ordered the Council to pay compensation, if so how much?

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 of the information you requested is not held by London Borough of Barnet.

We have provided answers to your request below.

How many Corporate complaints have been made against Trading Standards on an annual basis since 2010?

What were the reasons for each complaint?

How many of these were resolved as a level 1 complaint? a level 2 complaint? a level 3 complaint?

How many were fully or partially upheld?

Please find attached spreadsheet with all Stage 1, Stage 2 and Stage 3 complaints listed.

The Council moved from a Stage 3 to a Stage 2 corporate complaints process on 1 July 2017.

How much compensation did Barnet Council pay out for each complaint fully or partially upheld and which complaint?

- 2022/23 – upheld – stage 2 – Communication and loss of data - £500

How many were investigated by the Ombudsman?

[Local government complaint reviews - Local Government and Social Care Ombudsman](#)

10/11 - Information no longer held
11/12 - Information no longer held
12/13 - Information no longer held
13/14 - 0
14/15 - 0
15/16 - 0
16/17 - 0
17/18 - 0
18/19 - 0
19/20 - 0
20/21 - 0
21/22 - 0 (1 premature complaint)
22/23 - 1

What were his conclusions?

- 2022/23 – Closed after initial enquiries - no further action – LGSCO complaint - We will not investigate Mr X's complaint about the Council's investigation into a rogue builder. This is because Mr X's injustice stems from the actions of the builder and we cannot hold the Council responsible for this.

Has the Ombudsman ever ordered the Council to pay compensation, if so how much?

N/A

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 Records & Information Management Service, Assurance Group, 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.