

London Borough of Barnet  
2 Bristol Avenue,  
Colindale NW9 4EW  
17 March 2023  
Our ref: 9284892

Thank you for your request received on 28 February 2023, for the following information:

**1. How many formal complaints have you received from citizens from 1st January 2022 to 31st December 2022 (inclusive)?**

**Here complaints are defined as any expression of dissatisfaction with the council's services whether justified or not.**

**2. How many of the above formal complaints have been escalated to another stage?**

**3. If possible, how many formal complaints have you received from citizens from 1st January 2021 to 31st December 2021 (inclusive)?**

**4. How many of the above formal complaints have been escalated to another stage?**

**If answering the above questions is not possible, could you please advise as to what relevant information would be attainable, or where the information might already exist in the public domain.**

**If this request is too wide or unclear, I would be grateful if you could contact me with advice as to what relevant information is attainable and what steps I need to take to receive it.**

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

## **Response**

The council holds the information requested and it is attached/ the answers to your questions are below

***1. How many formal complaints have you received from citizens from 1st January 2022 to 31st December 2022 (inclusive)?***

***Here complaints are defined as any expression of dissatisfaction with the council's services whether justified or not.***

For this period, there are 1518 formal complaints recorded. These come under the first stage of the Council's complaints process, and include both corporate and statutory complaints.

**2. How many of the above formal complaints have been escalated to another stage?**

210 were escalated to another stage.

**3. If possible, how many formal complaints have you received from citizens from 1st January 2021 to 31st December 2021 (inclusive)?**

For this period, there are 1113 formal complaints recorded. These come under the first stage of the Council's complaints process, and include both corporate and statutory complaints.

**4. How many of the above formal complaints have been escalated to another stage?**

188 were escalated to another stage.

***If answering the above questions is not possible, could you please advise as to what relevant information would be attainable, or where the information might already exist in the public domain.***

***If this request is too wide or unclear, I would be grateful if you could contact me with advice as to what relevant information is attainable and what steps I need to take to receive it.***

## **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](http://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](mailto: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](http://www.ico.org.uk)). There is no charge for making an appeal.