



North Tyneside Council

Reference: FOI-786

Request:

Please provide me with the following information:

What is the process for filing a complaint or grievance with the council, and can you provide any data on the number of complaints received in the past year?

Response:

The process for filing a complaint or grievance with the council is refused in answer to this request under section 21 of the Freedom of Information Act 2000, information accessible to the applicant by other means. The reason for this is that this information is published on the North Tyneside website here <https://my.northtyneside.gov.uk/category/478/complain-about-council-services>

The number of complaints received during 2021/22 is refused in answer to this request under section 21 of the Freedom of Information Act 2000, information accessible to the applicant by other means. The reason for this is that this information is published on the North Tyneside website here <https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/Annual%20Complaints%20Report%2021-22%20%282%29.pdf>

The number of complaints received during 2022/23 is withheld under Section 22(1) of the Freedom of Information Act 2000. Information is exempt under s22 if the authority intends the information to be published at some future date, whether that date is determined or not.

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