

## **FREEDOM OF INFORMATION ACT 2000**

Your request for information has now been considered and the Council's response to your questions is shown below.

**You asked:**

**I would like to request the following information under the terms and conditions of the Freedom of Information Act.**

**i) What are the total number of complaints received by 1) members of the public 2) staff regarding care homes in the local authority**

In 2011/12 we received 11 complaints under the terms of the Adult Social Care statutory complaint procedure about Residential Care Homes in this local authority area. These were all from members of the public. No complaints were made by staff.

**ii) What is the total number of investigations that have been carried out by the Local Authority into any complaints received regarding care homes?**

The total number of investigations carried out is equal to the total number of complaints received, therefore for the period 2011/12 = 11 investigations.

From April 1<sup>st</sup> 2012 to date (20<sup>th</sup> February 2013) we have received 4 complaints under the terms of the Adult Social Care statutory complaint procedure about Residential Care Homes in this local authority area. These were all from members of the public. No complaints were made by staff. The total number of investigations carried out is equal to the total number of complaints received, therefore from 1<sup>st</sup> April 2012 – 20<sup>th</sup> February 2013 = 4 investigations.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager**  
**Information and Support**  
**Leicester City Council**  
**FREEPOST (LE985/33)**  
**New Walk Centre**  
**LEICESTER LE1 6ZG**  
e-mail: [info-requests@leicester.gov.uk](mailto:info-requests@leicester.gov.uk)

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow SK9 5AF**  
**Telephone: 01625 545 700**  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.