

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:

Please can you provide me with details of any monitoring activities that have focussed on the adequacy or otherwise of NRS' complaints procedure. Please can you also provide me with any documentation from NRS which outlines the procedures which it claims to have in place.

Information regarding complaints is monitored at monthly contract monitoring meetings with Nottingham Rehab Supplies. The dates of those meetings are as follows:

2012

- 23/02/2012
- 29/03/2012
- 24/05/2012
- 26/07/2012
- 23/08/2012
- 27/09/2012
- 25/10/2012
- 22/11/2012
- 20/12/2012

2013

- 24/01/2013
- 28/02/2013
- 29/03/2013
- 25/04/2013
- 23/05/2013
- 20/06/2013
- 25/07/2013

Leicester City Council does not hold information relating to the internal policies or procedures at NRS and therefore, this letter acts as a refusal notice under section 17.1 of the Freedom of Information Act 2000 because, in accordance with section 1.1 of the Act, this information is not held by Leicester City Council. You may wish to contact NRS directly at the following address:

Service Manager
NRS Healthcare
Units K,L, M Draper Distribution Centre
Wilson Road
South Wigston
Leicestershire
LE18 4TP

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

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

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.