

## **Freedom of Information Act 2000 – remote control bollards**

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

### **You asked:**

**Previous complaints/insurance claims made against the remote control bollards on Halford Street (next to Yeoman Street) for access to the underground car park for 82 Charles Street.**

### **Answer:**

Our records indicate that there has been only one insurance claim in the last 10 years. This concerns damage to a vehicle by the bollards in 2009. When the diagnostics were checked a fault was discovered and therefore the claim was paid. There have been two complaints reported in the last 10 years. One of the complaints was from the claimant mentioned above who subsequently made an insurance claim. A separate complaint was received and reported to us on 24<sup>th</sup> April 2014. No fault was discovered with the bollards in respect of the recent incident.

The legislation allows you to use the information supplied for your own personal use, or for journalistic purposes. If the information is a dataset (which does not relate to the environment), you may also use the information for commercial re-use under an [Open Government Licence](#).

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

**Information Governance Manager  
Information and Support  
Leicester City Council  
Bosworth House  
9 – 15 Princess Road West  
LEICESTER LE1 6TH  
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 may also seek independent advice from 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 requests until the internal appeals process of the Council has been exhausted. You are therefore advised to appeal to the Information Governance Manager before contacting the Commissioner.