



My Ref: FOI 6643
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

I would like to request information regarding official complaints received by Barnsley Libraries.

Please provide the number of official complaints received:

- 1. Concerning books that were considered by complainants to be "inappropriate" and available within Barnsley Libraries.**
- 2. Concerning Pride displays, Pride-themed materials, or Pride-related displays within local library centres.**
- 3. For each category, please provide the number of complaints received for:**
 - Each year from 2021 to 2025 inclusive.**
 - The period from 1 January 2026 to the date of your response.**
 - If possible, I would also be grateful if you could provide a brief breakdown of the nature of the complaints and the outcome of any reviews or actions taken.**

Following a search of the records held by the Customer Resolution Team, which is the council's service responsible for the management of customer complaints, there have been no complaints registered that fall within this request for information.

If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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You can also write to the Information Policy Team, The National Archives, Kew, Richmond, Surrey TW9 4DU

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