



My Ref: FOI5728  
Enquiries to: Information Requests  
E-Mail: [informationrequests@barnsley.gov.uk](mailto: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: -

**For the period 1 January 2022 to 31 December 2025, please provide the total number of complaints recorded where:**

**The recorded service area is Children's Services; and**

**The complaint category recorded includes data protection, confidentiality, or inaccurate records.**

**Complaints**

After considering your request I have decided to refuse it under Section 12(1) of the Freedom of Information Act. This is because it is estimated that the time taken to provide the information would exceed the appropriate limit of £450, equivalent to 18 hours of staff time.

Section 12(1) of the Freedom of Information Act is a provision which allows a public authority to refuse to comply with the request for information where the cost of compliance is estimated to exceed a set limit known as the appropriate limit.

We do not hold the complaint category in an easily retrievable format. We would need to manually go through each individual complaint. It is estimated that it would take 5 minutes per complaint of which there are over 350 for the time you have specified, and this would equate to just under 30 hours of staff time.

**Data Breaches – 215**

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](mailto: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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**PO Box 634, Barnsley, South Yorkshire S70 9GG**