BARNSLEY
Metropolitan Borough Council

My Ref: FOI/ 4646
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: -

1. **The total number of complaints received in the last two years up to the current date regarding:**
   - **Competition scams**
   - **Fake competitions**
   - **Competitions that failed to pay out promised prizes**

2. **For each complaint, please provide:**
   - **The date the complaint was received**
   - **A brief description or categorisation of the complaint (e.g. "fake social media competition", "entry fee taken but no winner announced", etc.)**
   - **The medium or platform involved (if available), such as social media, websites, text/SMS, email, or others**
   - **Whether the complaint resulted in any investigation, action, or referral to another body**

3. **If possible, please break down the complaints by year and month.**

Date	Brief description	Platform	Investigation
11.4.2024	Won prize – pay postage	online	No overseas scam
11.6.2024	Misleading subscription fees	online	Referral to originating authority

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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