



My Ref: FOI/4375
Your Ref:
Date: 12/05/2025
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: -

Your questions and my findings are as follows:-

- 1. The number of reports received by your Trading Standards office in the past 12 months regarding sellers who have taken payment for goods but failed to deliver them and have also refused to issue a refund or respond appropriately**

The council does not hold this information in an easily retrievable format. In the 12 months from 12 May 2024, the service received 2,226 requests related to concerns about goods and services. Each record would require a manual review, with an average processing time of 10 minutes per request to ascertain the details you require.

Given that this would exceed the cost limit of 18 hours (£450) to complete, we are unable to fulfil your request under Section 12(1) of the Freedom of Information Act 2000.

- 2. The reported total or estimated value of the undelivered items in these cases**

We do not hold this data.

If any part of this request is unclear or would exceed the cost limit, I'd be happy to refine it.

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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