



My Ref: FOI 6615
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: -

My revised request is as follows, limited to formal complaints processed through the Council's Customer Resolution Team and covering the period from the date on which the first properties on the Lock Keepers Gate estate, Low Barugh were first occupied to the date of this request:

- 1. The total number of formal complaints received by the Council relating to the Lock Keepers Gate estate, Low Barugh within that period.**

1

- 2. A breakdown of those complaints by category or subject matter, for example: landscaping, highways, drainage, lighting, maintenance, or communal areas.**

Waste Management

- 3. The number of those complaints that have been resolved and the number that remain outstanding.**

Resolved

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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