



My Ref: FOI5184  
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: -

**Under the Freedom of Information Act 2000, I would like to request copies of the following:**

**Complaints about homecare services: -**

**The total number of complaints received each year from 2020 to 2025 relating to homecare (domiciliary care) services. - Where available, please provide a breakdown of complaints by issue type (e.g. quality of care, missed visits, staff conduct, communication). - Please state whether these complaints relate to directly provided services, commissioned providers, or both.**

We are unable to provide a response to this FOI.

The information you have requested is not recorded in this way, and to obtain from our records would require a manual review of all complaints which would exceed the time limit outlined in the Act.

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**