



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555

www.eastcambs.gov.uk

Further to your information request FOI/EIR 23/24-092, please find your question and our response below.

Request:

- A .csv file detailing a list of all the different complaints the council has received over the past 12 months. It would be great for the file to contain as much information about the complaints as possible under the Information Act.
- This would include - the complaint type, heading of the complaint, what the complaint was about and the date and month the complaint was filed.
- Include an overview of the data, sharing:
 - The total number of complaints in the past 12 months.
 - The percentage of the complaints upheld.
 - The complaint type with the highest amount of complaints.
 - The complaint type with the lowest number of complaints

Response:

Please find csv file attached for data between 06.06.2022 and 06.06.2023.

The table identifies that the most complaints received were about music noise. We didn't receive any complaints about boat noise or low frequency noise in this period but of the complaints we did receive the lowest number was tied between bells, PA's, TV/radio, fireworks, shooting and agricultural odour.

We have not provided a percentage of complaints upheld as resolution is achieved in any number of ways either through informal means or more formal notices.

This concludes your request FOI/EIR 23/24-092.

If information has been refused please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.