



Information Governance

Coventry City Council
PO Box 15
Council House
Coventry
CV1 5RR

www.coventry.gov.uk

Please contact Information Governance
Direct line 024 7683 3323
infogov@coventry.gov.uk

22 September 2017

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA) Request ID: REQ03236

Thank you for your request for information relating to Complaints system.

I would like to make a request for information under the Freedom of Information Act 2000. I would like to know the name of the complaints system used by your authority to monitor and process non-statutory and statutory complaints.

Coventry City Council currently uses Microsoft Dynamics CRM to handle comments, compliments and complaints to the local authority. In addition, statutory complaints relating to adult and children's social care are stored on a bespoke Microsoft Access database

The supply of information in response to a Freedom of Information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

Should you wish to make any further requests for information, you may find what you are looking for is already published on the [Council's web site](#) and in particular its FOI/EIR [Disclosure log](#), [Council's Publication Scheme](#), [Open Data](#) and [Facts about Coventry](#).

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance