



Information Governance Team

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Dear Sir/Madam.

**Freedom of Information Act 2000 (FOIA)
Request ID: REQ08179**

Thank you for your request for information relating to complaints regarding lost adoption files.

You have requested the following information:

1. How many complaints about lost adoption files have you received since 2017?

We hold the information which you have asked for, but we have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees Regulations 2004). This represents the estimated cost of one person spending 18 hours or more, in determining whether the information is held, locating, retrieving and extracting it.

The information is not held in a reportable format. Therefore to locate, retrieve and extract the data, a manual review of all complaints received by the Council's Children's Service Complaint Team since 2017 to determine how many complaints relate to lost adoption files. Your request has therefore been refused under section 12(2) of the Act.

To assist you further, we advise that ACE Adoption are the adoption service for the Council. Should you wish to contact ACE Adoption for any information, please use the contact details accessible via: <https://www.aceadoption.com/>

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

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