



Information Governance Team

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI713870254**

Thank you for your request for information relating to Trading Standard complaints regarding undelivered parcels.

You have requested the following information:

1. The number of reports received by your Trading Standards office in the past 12 months regarding sellers who have taken payment for goods but failed to deliver them and have also refused to issue a refund or respond appropriately

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 hence it would require an officer to manually review each complaint record to determine what information is held and collate the relevant data. This analysis is estimated to exceed the 18 hour limit under the Act. Your request has been refused under section 12(2) of the Act.

2. The reported total or estimated value of the undelivered items in these cases

We confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. This information is not systematically recorded.

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 icocasework@ico.org.uk.

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

Yours faithfully

Information Governance