



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI804315967

Thank you for your request for information relating to Complaints Regarding Incorrect Children's Services Records.

You have requested the following information:

For the period 1 January 2022 to 31 December 2025, please provide the total number of complaints recorded where:

The recorded service area is Children's Services; and

The complaint category recorded includes data protection, confidentiality, or inaccurate records.

We do not hold all this information and are advising you as per Section 1(1) of the Act. We do not record complaints for Children's Services under the categories of data protection, confidentiality, or inaccurate records.

To assist, for our Statutory Complaints area, we do have a Reason code of Confidentiality, which featured in 31 complaints 2022-25 (9 in 2022; 10 in 2023; 5 in 2024; 7 in 2025).

The supply of information in response to a FOI/EIR 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.

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