



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI854457864

Thank you for your request for information relating to Complaints about street preachers.

You have requested the following information:

1. Please provide the number of complaints made about street preachers in Coventry City Centre between 1st April 2024 to 31st March 2026.

We are unable to provide the requested information. The Council's previous complaints management system did not record complaint information at the level of detail specified in your request. While some relevant information may be held within individual complaint files, identifying, locating, retrieving, and extracting this information would require a manual review of a large number of records.

We therefore estimate that compliance with your request would take in excess of 18 hours of officer time. Consequently, the cost of complying with the request would exceed the appropriate limit of £450 set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. This limit represents the estimated cost of one person spending 18 hours or more determining whether the information is held, and locating, retrieving, and extracting the relevant information. We are therefore informing you as per Section 12(2) of the Act.

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