Further to your Information request FOI64633 please find your questions and our responses below:

**Question:**

1. Total no of FOI Requests received between
   a. 01 Jan 2010 – 31 Dec 2010  **Response: 791**
   b. 01 Jan 2011 – 31 Dec 2011  **Response: 989**
   c. 01 Jan 2012 – 31 Dec 2012  **Response: 935**

2. Total no of complaints received between
   a. 01 Jan 2010 – 31 Dec 2010
   b. 01 Jan 2011 – 31 Dec 2011
   c. 01 Jan 2012 – 31 Dec 2012

   **Response:**

<table>
<thead>
<tr>
<th></th>
<th>Jan-10</th>
<th>Feb-10</th>
<th>Mar-10</th>
<th>Apr-10</th>
<th>May-10</th>
<th>Jun-10</th>
<th>Jul-10</th>
<th>Aug-10</th>
<th>Sep-10</th>
<th>Oct-10</th>
<th>Nov-10</th>
<th>Dec-10</th>
<th>Total</th>
</tr>
</thead>
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<td>Council Complaints 2011</td>
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<td>20</td>
<td>46</td>
<td>36</td>
<td>44</td>
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<td>321</td>
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<td>Council Complaints 2012</td>
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<td>27</td>
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<td>5</td>
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</table>
3. Leader of the council’s salary

**Response:** This is a refusal notice under Section 17 of the Freedom of Information Act 2000. The applicable section is: 21
*Information accessible by other means* applies. This information is available on the Council website
http://www.rbwm.gov.uk/web/council_pay_benefits_senior_staff.htm

4. Chief Executive’s salary

**Response:** This is a refusal notice under Section 17 of the Freedom of Information Act 2000. The applicable section is: 21
*Information accessible by other means* applies. This information is available on the Council website
http://www.rbwm.gov.uk/web/council_pay_benefits_senior_staff.htm

This concludes your request FOI64633.

If you require translation of the information you have been sent please do not hesitate the contact us.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager  
Royal Borough of Windsor & Maidenhead  
Town Hall, St Ives Road  
Maidenhead  
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk
We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Ben Savage
Information Management Officer
Legal Department
Operations Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF