I am writing on behalf of David Davies to respond to your information request:

Q1.

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/2012 – 31/12/2012</td>
<td>2</td>
</tr>
<tr>
<td>01/01/2013 – 31/12/2013</td>
<td>2</td>
</tr>
<tr>
<td>01/01/2014 – 30/06/2014</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total Complaints</strong></td>
<td><strong>6</strong></td>
</tr>
</tbody>
</table>

Q3.
Categories include: overcharging and misleading advertising

Q4.
Outcomes included:
Advice given to trader and revisited to ensure compliance
No further action, noted for intelligence purposes
Warning letter sent to Trader
No further action, complainant referred to OFT and Home Authority
Final warning letter

Q6.
No specific policy exists.

For the rest Section 44(1)(a) of the FOIA provides an absolute exemption from disclosure of information where the Public Authority holding it is prohibited under any other law.

One such prohibition is contained in Part 9 of the EA 2002.

Part 9 of the Enterprise Act 2002 ("EA 2002"), which relates to 'Restrictions on Disclosure', means we can’t provide anyone with details of complaints data held by this service unless a permitted gateway allows the information to be released.

Within Part 9, sections 237 and 238 prohibit the disclosure of ‘specified information’ – that is, information that comes to a public authority in connection with the exercise of its functions. Indeed, section 245 makes it a criminal offence for officials to unlawfully disclose information to which sections 237 and 238 apply.

Complaints information received by this service is received in the course of the performance of our functions under the EA 2002 and is therefore subject to the exemption on disclosure in section 44(1)(a) of the FOIA.

In certain very specific circumstances, unrelated to the FOIA, disclosure of ‘specified information’ – such as details of complaints held by the service – is permitted in accordance with section 241A of the EA 2002 and the accompanying Enterprise Act (Disclosure of Information for Civil Proceedings etc) Order 2007.
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

David Davies

Information Management Assistant
Legal Services
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF

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Information Management Feedback Form FOI66552

1) How would you rate our performance in relation to processing your request:

Excellent    Good    Fair    Poor

If you have answered Fair or Poor please suggest how we can improve:
2) Did you receive the response to your request within the advised timescale? Yes/No

3) Did the response meet your needs? Yes/No
   If No, why was that?

4) Prior to submitting your request did you search RBWM's website? Yes/No
   If Yes, why did you then need to submit a request (Highlight all that apply)?
   ? Information required not found
   ? Information found out of date
   ? Information not in required format
   ? Information insufficient to meet need
   ? Other please specify:
   If No, why was that?

5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form - your feedback is appreciated