

From: [FOI Responses](#)
To: [REDACTED]
Bcc: [REDACTED]
Subject: FOI Request - [REDACTED] - Response
Date: 31 January 2024 14:05:00
Attachments: [image002.png](#)

Dear [REDACTED]

Thank you for your Freedom of Information request dated 16 January 2024 for information about complaints sent by parents to the council about primary and secondary schools in 2023 and 2019.

Please find below City of Doncaster Council's responses to the questions you have raised.

Request:

"I would like to know the number of complaints sent by parents to the council about primary and secondary schools in 2023 and 2019

I would like a breakdown of the phase (primary, secondary) and the complaint type. If the breakdown by type of complaint exceeds the threshold, please just provide the other information I've requested"

Response:

2019 – 7 complaints from parent in relation to School

The breakdown of which is:

Staff behaviour / attitude – 7

2023 - 6 complaints from parents in relation to Schools

The breakdown of which is:

Staff behaviour / attitude

School Policy / procedure concerns

School Communication issues

School not adhering to EHCP

Section 40 Refusal Notice:

The figures for the breakdown of the information for 2023 is exempt from disclosure under Section 40(2) of the Freedom of Information Act 2000. The information requested is third party personal data (i.e. personal data about someone other than you). Section 40 (2) provides that information which is third party personal data is exempt from disclosure if one of three conditions is satisfied. In this case the following condition applies:

- Disclosure would contravene one of the data protection principles

The information you have requested for 2023 in relation to the breakdown of complaints has been withheld as this information is personal data and has not been provided in this case as City of Doncaster Council believes that the release of such low numbers to responses could specifically lead to the identification of a complainant who otherwise would not expect their personal information to be released into the public domain.

I hope that this information is useful to you.

City of Doncaster Council estimates that it has cost £46.00 to respond to this request for

information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email FOIAppeals@doncaster.gov.uk

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. www.ico.org.uk Telephone 0303 123 1113.

Yours sincerely,

Lucy McMahon

Freedom of Information Officer
Corporate Resources
City of Doncaster Council

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