



## **Request**

Please ensure the request is directed to the appropriate Trading Standards or enforcement information team within your authority.

Please provide, for the period 1 January 2015 to the date of your search:

1. The number of complaints, reports or referrals received relating to fenestration products or installations (including windows, doors, and conservatories).
2. A count of any investigations, enforcement actions, or prosecutions arising from those complaints.
3. Any references within your records to FENSA, BBA, BFRC, or other fenestration certification schemes.
4. If any complaints or referrals relating to Anglian Windows Ltd (or associated trading entities) originated outside your authority area and were referred to another Trading Standards service, please indicate the destination authority and, if held, the number of such cases.

I am interested only in statistical or aggregated data.

## **Response**

Unfortunately records kept are not able to provide this information.

Database records of the complaints received by the service is not able to identify the data requested as there is no specific code. It would fall within the generic code of Fair Trading that is used. The service received over 7300 Fair Trading complaints in the time frame requested.

It is not possible to retrieve the information requested without officer time manually reading the text within the complaints. An estimated minimum of 5 minutes per complaint equates over 18 hours officer time.

Section 12 of the Freedom of Information Act 2000 (FoIA) relieves a public authority from the obligation to comply with a request for information where the estimated time required to locate, review and extract the information exceeds a certain threshold set out in Regulations.

Regulation 4(4) further provides that where the local authority estimates the time taken to gather the information would exceed this limit (which based on the prescribed hourly rate, equates to 18 officer hours), it may refuse the request under section 12 of FoIA.