

21 November 2023

**IC-271230-S2C1**

**Request**

You asked us:

*"I am writing to make a Freedom of Information request for information about the number of complaints received about Carlisle Support Services."*

We received your request on 17 November 2023.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

**Our response**

We confirm that we hold information in scope of your request. Two complaints were received in 2022, and three complaints have been received in 2023.

We do not hold any complaints prior to 2022, this may be because we did not receive a complaint prior to this, or because they have been deleted in line with our [retention policy](#).

This concludes our response to your request.

**Next steps**

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full review procedure [here](#).

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint through our website](#).

## **Your information**

Our [Privacy notice](#) explains what we do with the personal data you provide to us, and set out your rights. Our retention schedule can be found [here](#).

Yours sincerely,



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