

18 June 2024

IC-309126-D7N8

Request

You asked us:

"From April 2021 to March 2024:

- 1. How many complaints has your office received about Lewisham Borough Council also known as Lewisham Council or the London Borough of Lewisham? Please provide the number of cases per financial year.*
- 2. Of the complaints received, what were the complaints about? These may include but are not be limited to: perceived fairness of responses; response times; impartiality; fraud; service charges; council tax; housing; roads; waste collection etc.*
- 3. Of the complaints received, how many of these complaints were found to be legitimate and the ICO ruled in favour of the complainant?*
- 4. Of the complaints received, how many of these complaints were found to be unfounded and the ICO ruled in favour of the Council?*
- 5. Since 2007 how many complaints has the ICO received about Lewisham Council's PFI housing contract with Regenter RB3, Pinnacle PSB (Brockley Group Pinnacle), Rydon or Higgins?*
- 6. Of the complaints received about Regenter RB3 and the other companies listed above, what were the complaints about? These may include but are not be limited to: failing to meet response times; lack of impartiality; fraud; conflict of interests; maladministration; overcharging; service charge corrections; failing to deliver services; damp; pest control; parking; waste collection; poor customer service; wasting tax payer funds etc."*

We received your request on 27 May 2024.

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.

Question 1 - 4

We publish details of the complaints that we have received in our complaints and concerns datasets. This information is available on our website here:

[Data protection complaints - data sets | ICO](#)

[Complaints under s50 of the Freedom of Information Act 2000 | ICO](#)

The datasets currently on our website cover the period from January 2021 (Q4 2020/21) until December 2023 (Q3 2023/24).

By filtering the "Submitted About Account" column to London Borough of Lewisham, you can review the complaints that we have received in each quarter. These datasets also provide the legislative reasoning for the complaint and the outcome.

A guide to the different case outcomes can also be found on the above links under the header "further reading".

As this information is published on our website, the information is withheld in reliance on section 21 of the FOIA. This exempts information which is accessible to the applicant through means other than a request under the FOIA. It is an absolute exemption, which means it is not necessary for us to consider any public interest test.

Information about complaints received between January 2024 and March 2024 is set to be published in the future.

This means we can withhold this information pursuant to section 22 of the FOIA. This exempts information which is held with a view to its publication at a future date and when it is reasonable in all the circumstances that the information should be withheld from disclosure until that date.

The exemption at section 22 is qualified by the public interest test, meaning that the information should be disclosed if the public interest in the maintenance of the exemption does not outweigh the public interest in disclosure.

In this case the public interest factors in disclosing the information are:

- Providing information about organisations that are the subject of complaints regarding their compliance with data protection legislation.
- Being transparent and open about the work we do.
- Providing information about complaint outcomes.

The factors in favour of withholding the information are:

- The ICO has a history of publishing this information on a regular basis and has committed to publishing relevant datasets which will include the relevant information soon (and at that point the information will be in the public domain).
- To prepare this information for disclosure earlier than our intended date of publication in response to individual requests we receive would not be an efficient use of resources when we intend to publish this information in due course.
- Earlier disclosure is not necessary to satisfy any pressing public interest at the present time.
- Controlling the release of this information helps us to ensure it is fair to those who have an interest in the information. Premature release may be seen as unfair and discourage further engagement by the organisation involved.

Having considered the public interest arguments, we have decided to withhold this information in reference to section 22 of the FOIA.

Question 5 and 6

We have conducted a manual search of the complaints that we hold about the London Borough of Lewisham. As we retain complaint cases in line with our [retention policy](#), we do not hold cases from 2007. The oldest complaint case about the London Borough of Lewisham that we hold was received in 2021.

We have searched the correspondence held on the cases that we hold to determine if the complaint is in relation to a housing contract with Regenter RB3, Pinnacle PSB, Roydon or Higgins.

We confirm that we have received one complaint about the London Borough of Lewisham and Pinnacle. This complaint was in relation to the publishing of incorrect data. No action was taken by the ICO in response to this complaint.

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](#) on our website.

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 sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely,



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