

24 March 2025

IC-370130-G9P3

Request

In summary, you asked us:

"I have seen a customer review left on Google from 6 weeks ago (30th Jan 2025) stating that they have contacted your organisation to make a complaint about our business [Winterton Hound Ground]. I understand that it can take 3 to 4 months before you are able to assign a case worker and as such, we are not likely to hear from you for some time, or potentially not at all should you decide the complaint is not valid. In the interim however, would you be able to simply confirm if such a complaint has been raised."

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

Our response

We have searched our systems and can confirm that we do not hold any information within the scope of your request. That is, we have no records of any complaints raised regarding Winterton Hound Ground.

We have searched for complaint records relating to Winterton Hound Ground, the post code for Winterton Hound Ground, and the business's email address and have found no records of any complaints.

It may be helpful to explain that the ICO runs a public advice phone line for the public. However, no recordings or records are kept of these calls. It is possible that an individual called the helpline for advice but did not submit a formal complaint.

We hope this information is useful to you.

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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