

**From:** [Foi Enquiries](#)  
**To:** [REDACTED]  
**Subject:** EIR-17-1018 - Complaints - Riverside Drive  
**Date:** 31 July 2017 07:16:20  
**Attachments:** [Further Information - Right to Review & Appeal.pdf](#)  
[EIR-17-1018 - Riverside Drive customer enquiries.pdf](#)

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Dear [REDACTED],

Thank you for your information request of 19 July 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

**Follow-up to EIR-17-0998.**

**We acknowledge receipt of your recent email below providing your road inspection/maintenance report.**

**We would ask you to also provide a copy of your road complaints reports/records for the period of January 2016 to April 2017.**

Please see customer enquiries attached. Aberdeen City Council have received no official complaints regarding Riverside Drive in this timescale.

Please note, Aberdeen City Council follow the Scottish Local Authority Complaints Handling Procedure. Under this procedure, a 'complaint' is defined as *"an expression of dissatisfaction regarding our actions, or lack of action, or the standard of service provided by us or on our behalf"*. There are some topics that cannot be considered as a 'complaint', such as reporting a pothole or pavement defect. This would be classed as a first time service request instead. For more information please visit;

[http://www.aberdeencity.gov.uk/council\\_government/feedback\\_complaints/crc\\_whatisacomplaint.asp](http://www.aberdeencity.gov.uk/council_government/feedback_complaints/crc_whatisacomplaint.asp)

Please note that third party names and personal details, as well as the names of ACC Officers who are below Head of Service level have been redacted from the attached reports. This is because ACC considers that this information is excepted from disclosure. In order to comply with its obligations under the terms of Regulation 13 of the EIRs, ACC hereby give notice that we are refusing your request under the terms of Regulation 11(2) in conjunction with 11(3)(a)(i) – Personal Information - of the EIRs.

In making this decision ACC considered the following points:

ACC is of the opinion that Regulation 11(2) applies to the information specified above as the information in question is personal information relating to living individuals, and the applicant is not the data subject.

ACC is of the opinion that Regulation 11(3)(a)(i) applies, as ACC considers that disclosure of this information would be a breach of the first Data Protection Principle (that personal information must be processed fairly and lawfully). Third parties and ACC Officers who are below Head of Service level named within the attached documents would not expect ACC to release this information about them into the public domain under the EIRs (or the Freedom of Information (Scotland) Act 2002 (FOISA)).

We hope this helps with your request.

Yours sincerely,

Information Compliance Team

### **INFORMATION ABOUT THE HANDLING OF YOUR REQUEST**

As the information which you requested is environmental information, as defined under Regulation 2(1) of the Environmental Information (Scotland) Regulations 2004 (the EIRs), ACC considered that it was exempt from release through FOISA, and must therefore give you notice that we are refusing your request under Section 39(2) of FOISA (Freedom of Information (Scotland) Act 2002). However, you have a separate right to access the information which you have requested under Regulation 5 of the EIRs, under which ACC has handled your request. Please refer to the attached PDF for more information about your rights under the EIRs.

Information Compliance Team  
Customer Service  
Corporate Governance  
Aberdeen City Council  
3rd Floor North  
Business Hub 17  
Marischal College  
Broad Street  
ABERDEEN AB10 1AQ

[foienquiries@aberdeencity.gov.uk](mailto:foienquiries@aberdeencity.gov.uk)

Tel 03000 200 292

\*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.  
Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

[www.aberdeencity.gov.uk](http://www.aberdeencity.gov.uk)

Effective: 01/01/2016 to 01/04/2017

Display Action Officer: No

Service: Roads

Site: RIVERSIDE DRIVE (7600075)

Site: RIVERSIDE DRIVE (7600075)

Locality: ABERDEEN, ABERDEEN CITY

Area: Aberdeen South

**Customer Services**

Enquiry No.: 688514

Logged by: Contact Centre

on: 10/02/2017 23:55

Service: Roads

Subject: Pot Hole - Road

Classification: Enquiry

Enquiry Ref:

Desc.: FAO : ACC Roads Response service,

Reference No : ROADS29159

Site (Street/Park/etc) : Riverside Drive

Location : Outside Bon Accord Glass

First Type of Fault : Pothole

First Fault Details : Deep pothole near to the pavement outside the fenced area to Bon Accord Glass.

Name :

Address Line 1 :

Email Address :

Location: RIVERSIDE DRIVE

Contact:

Plot Number: 1,000.00

Feature Id - Location: S/33/1969 - RIVERSIDE DRIVE

Feature Type: RDS Road Section

Job Number: 712281

Enquiry No.: 688025

Logged by: Contact Centre

on: 07/02/2017 16:15

Service: Roads

Subject: General Enquiry

Classification: Defect Report

Enquiry Ref:

Desc.: Reference No : PATHS17797

Site (Street/Park/etc) : Riverside drive

Location : Dead end of riverside drive

Locational Details : In footpath or lane

First Type of Fault : Poor Surface

Additional Information : The kerb is normal however there is a dip in between the kerb and a cobbled kerb. This had been covered by leaves in which resulted myself with a broken ankle and signed off work for 8 weeks to which I am only now fully recovered. I would like to prevent this from happening to anyone else.

Name :

Email Address :

Location: Dead end of riverside drive

Contact:

Enquiry No.: 684705

Logged by: Contact Centre

on: 08/01/2017 23:41

Service: Roads

Subject: Pot Hole - Road

Classification: Enquiry

Enquiry Ref:

Desc.: Reference No : ROADS28920

Site (Street/Park/etc) : Riverside Drive, AB11 7SL

Location : Outside Bon Accord House

Locational Details : In front of house

First Type of Fault : Pothole

First Fault Details : Large pothole close to entrance to Bon Accord Glass premises

Second Type of Fault : Pothole

Location: Riverside Drive

Contact:

Plot Number: 1,000.00

Feature Id - Location: S/33/1969 - RIVERSIDE DRIVE

Feature Type: RDS Road Section

Job Number: 710954

Effective: 01/01/2016 to 01/04/2017

Display Action Officer: No

Service: Roads

Site: RIVERSIDE DRIVE (7600075)

**Customer Services**

Enquiry No.: 681323      Logged by: Contact Centre      on: 28/11/2016 12:51  
 Service: Roads      Subject: General Enquiry      Classification: Defect Report      Enquiry Ref:  
 Desc.: A cluster of around five, 10" - 12" potholes here, & one big & one small cluster ten meters closer toward the bridge of dee.  
 These potholes have been getting bigger for months. now, anytime a lorry drives over them, our whole building shakes, (off it's foundations almost!)

Location: RIVERSIDE DRIVE

Contact:

Plot Number: 1,000.00

Feature Id - Location: S/33/1969 - RIVERSIDE DRIVE

Feature Type: RDS Road Section

Job Number: 710261

Enquiry No.: 677957      Logged by: Contact Centre      on: 27/10/2016 10:06  
 Service: Roads      Subject: General Enquiry      Classification: Defect Report      Enquiry Ref:  
 Desc.: Manhole cover sunk large hgv.s going over making horrendous noise . Hole getting bigger and several cars damaged !  
 Location: ROAD NEAREST 15 RIVERSIDE DRIVE      Contact: ANON OCT 16 ANON OCT 16

Enquiry No.: 669573      Logged by: Contact Centre      on: 10/08/2016 12:50  
 Service: Roads      Subject: General Enquiry      Classification: Defect Report      Enquiry Ref:  
 Desc.: Bushes and trees too high and causing a visual obstruction  
 Location: Riverside Drive - by BP garage, just over Queen Eliz bridge      Contact:

Enquiry No.: 668033      Logged by: Contact Centre      on: 25/07/2016 19:39  
 Service: Roads      Subject: General Enquiry      Classification: Defect Report      Enquiry Ref:  
 Desc.: near duthie park- diesel spill.  
 Location: riverside drive      Contact:

Enquiry No.: 664485      Logged by: Contact Centre      on: 10/06/2016 22:45  
 Service: Roads      Subject: General Enquiry      Classification: Defect Report      Enquiry Ref:  
 Desc.: FAO : ACC Roads Response service,

Reference No : PATHS17382

Site (Street/Park/etc) : Riverside drive

Location : Just before you go under the bridge opposite the offices covered in scaffolding

Locational Details : In footpath or lane

First Type of Fault : Other

First Fault Details : Missing life preserver

Additional Information : The box cover was off and the life preserver had been removed.

Name :

Telephone Number :

Email Address :

Location: Riverside Drive

Contact: