

[REDACTED]

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**From:** /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=0AF2102975E24B24B33E25AD90C4EC39-[REDACTED]  
on behalf of FoI Enquiries  
**Sent:** 05 July 2018 15:37  
**To:** [REDACTED]  
**Subject:** FOI-18-0902 - Nuart Complaints  
**Attachments:** V2 - Further Information - Right to Review & Appeal.pdf

Dear [REDACTED],

Thank you for your information request of 12 June 2018. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

This is a request for information under the Freedom of Information Act for years 2016/17, 2017/18 and 2018/19 so far:

1. The number of complaints received by Aberdeen City Council in relation to Nuart pieces in each year.
  2. A copy of each complaint along with the date it was received.
  3. A copy of each response to complaints sent by Aberdeen City Council and details of any action taken.
- We have received no complaints in relation to Nuart pieces.

We 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 a first-time request for a service.

For more information please visit [www.aberdeencity.gov.uk/complaints](http://www.aberdeencity.gov.uk/complaints).

We hope this helps with your request.

Yours sincerely,

Information Compliance Team

## INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

Information Compliance Team | Customer Feedback | Customer Experience  
Aberdeen City Council, Business Hub 17, 3<sup>rd</sup> Floor North, Marischal College, Broad Street, Aberdeen, AB10 1AQ  
Tel 03000 200 292  
Email [foienquiries@aberdeencity.gov.uk](mailto:foienquiries@aberdeencity.gov.uk)

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

\*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)