

Our Ref. EIR-19-0566  
Contact Access to Information Team  
Email [accesstoinformation@aberdeencity.gov.uk](mailto:accesstoinformation@aberdeencity.gov.uk)  
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## ABERDEEN CITY COUNCIL

22 May 2019



Access to Information Team  
**Customer Feedback**  
Customer Experience  
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Dear [REDACTED],

### Environmental Information (Scotland) Regulations 2004

#### EIR-19-0566

Thank you for your information request of 22 April 2019 and please accept our sincere apologies for delay in getting back to you. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

**1. I would also like to know how many complaints that Aberdeen City Council has received about LED street light since January 2018.**

There have been no complaints received regarding LED streetlighting since January 2018.

We follow the Scottish Local Authority Complaints Handling Procedure, which was introduced in 2012. 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 or a general enquiry.

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

**2. I would like to know what the complaints said.**

Not applicable see response to question 1.

**3. I would also like to know how many LED street lights have failed since January 2018.**

There have been 8 failures since January 2018.

**4. I would also like to know how many street light heads have fallen of the light pole since January 2018.**

There has only been one instance. This was due to poor installation.

ANDY MACDONALD  
DIRECTOR OF CUSTOMER SERVICES



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## **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. 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 document for more information about your rights under the EIRs.

We hope this helps with your request.

Yours sincerely,

Tomina Egbuson  
Access to Information Officer