



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555

www.eastcambs.gov.uk

Further to your information request FOI/EIR 23/24-267, please find your question and our response below.

Request:

One of the remedies that the Ombudsman suggests as a result of complaints that are upheld is that compensation / redress payments should be made to the complainant.

Please provide copies of any internal documents or policies used by the council when deciding how much compensation / redress should be made to members of the public following complaints they have made.

Response:

We do not hold any internal documents or policies in determining the compensation paid to members of the public. We are always led by the Ombudsman's suggestion of the amount of compensation to offer and have always agreed with their suggestion.

This concludes your request FOI/EIR 23/24-267.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.