

## Request 8128 – Face mask complaints

I'm writing to request your help under the Freedom of Information Act in finding out the level of complaints you've received in relation to people not wearing masks in commercial premises within your area. I've outlined the request below, are you able to provide the required information within the time frame required by the legislation - 20 working days?

If all of the information is deemed exempt on the grounds of the time taken to collate the information, please could you respond with advice as to how to alter the request in order to comply with the 18 hour time limit?

\* Please could I receive a record from 24 July to 24 October of all complaints made by members of the public related to breaches of the mandatory wearing of masks in shops/retail premises, including the date of the complaint and the premises name.

\* Please could I receive a record from 24 July to 24 October of all visits to stores by environmental health or trading standards team members related to complaints related to staff or customers not wearing masks, including the date of the visit and the premises name.

\* Please could I receive a copy of each letter or warning sent to stores related to complaints regarding the wearing of face coverings.

If any element of this is deemed exempt or the data is not held, please continue with the rest of the request. If a cost exemption is triggered, please work through the three points above in descending order and cut-off wherever the cost exemption is reached.

### Response

Some of the information you have requested is held - see below and attached letter (available on request)

Date of Complaint

Date of Visit

Letter/Warning

22/10/2020

Verbal

19/10/2020

Verbal  
16/10/2020

Verbal  
09/10/2020

Verbal  
09/10/2020

N/A  
08/10/2020

Verbal  
08/10/2020

Verbal  
02/10/2020

N/A  
28/09/2020  
05/10/2020 and 03/11/2020

Verbal  
25/09/2020

N/A  
24/09/2020

N/A  
22/09/2020

Verbal  
16/09/2020

N/A  
15/09/2020

Verbal  
14/09/2020

Verbal  
10/09/2020  
23/09/2020  
Verbal  
03/09/2020

N/A  
02/09/2020

N/A  
27/08/2020

Verbal  
06/08/2020

Verbal  
31/07/2020  
06/08/2020 and 12/08/2020  
Verbal and letter  
24/07/2020

Verbal

Please note we have omitted the name of the business as we consider this to be potentially commercially sensitive and exempt under S43(2) Commercial interests. It is not within the individual business power to enforce the wearing of face coverings, but down to compliance by the general public. Complaints are about the behaviour of the public rather than the business. Therefore, this information may provide a distorted view of the matter and place unfair focus on businesses. It will not be in the public interest to release information that may be taken out of context and potentially damage a business reputation when it is a matter they have no power to enforce.

We aim to provide a high quality service to you and hope that you are satisfied with this response. If you have any questions please do not hesitate to contact us.

Yours sincerely

Information Management Team

3C Shared Services

Email:

For South Cambridgeshire District Council - [foi@scambs.gov.uk](mailto:foi@scambs.gov.uk)

For Cambridge City Council - [foi@cambridge.gov.uk](mailto:foi@cambridge.gov.uk)

For Huntingdonshire District Council - [freedomofinformation@huntsdc.gov.uk](mailto:freedomofinformation@huntsdc.gov.uk)

3C Shared Services is a strategic partnership between Cambridge City Council, Huntingdonshire District Council and South Cambridgeshire District Council

Appeals Process

The Council is committed to transparency and openness, and it is our intention to comply fully with the laws that govern access to information. If you have any cause to believe that the terms of the FOI Act or EIR Regulations are not being met by us, please let us know in the first instance. If you are still dissatisfied you can address your complaint to the Information Governance Manager who will undertake an Internal Review of your case. Internal review requests should be submitted within two months of the date of receipt of the response to your original request. Further to this you have the subsequent option to contact the Information Commissioner's Office.

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