

**QUESTION NO 3**

**By Councillor Webber for answer by the Convener of the Transport and Environment Committee at a meeting of the Council on 4 February 2021**

Given the recent Edinburgh Evening News Article of 13<sup>th</sup> January 2021 reported that the Council had only received 2 official complaints about the scheme since it was originated in May, 2020, can the Convener please clarify:

**Question** (1) What is the recognised complaints process for the public and Councillors to follow?

**Answer** (1)

**Question** (2) What records are maintained to evidence the complaints lodged, recorded and responded to?

**Answer** (2)

**Question** (3) How were complaints raised with Councillors which were forwarded to Spaces for People staff registered and recorded?

- a) How were these complaints classified?
- b) How many items of correspondence by email and letter have been received by officers in relation to concerns, issues, areas of improvement needed since the introduction of Spaces for People schemes?

**Answer** (3)