

FOI number: **HBC\_FOI\_20200632**  
Date FOI Received: **4/11/2020**  
Department: **Environmental Health**  
Title: **Face mask complaints**  
Description: **Face mask complaints**

**Request: (As Redacted sent by requestor)**

\* 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.

**Response: (Response as Redacted sent by service)**

The requested information is not held within our database. We advise that you contact the police and Trading Standards.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office

Wycliffe House, Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone: 01625 545700

Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services