

Freedom of Information Request – Response – 27864

I am making a request under the Freedom of Information Act 2000.

Please provide recorded information held by Suffolk County Council Trading Standards, for the period 1 January 2018 to the date of this request, concerning XXXXXXXX, also known as XXXXXXXXXXXXX, and/or the following companies, businesses, programmes and trading names associated with him:

- XXXXXXXXXXXXX
- Properly Ltd – company number 14001233
- Properly Technologies Ltd – company number 15272301
- Properly Trading Ltd – company number 14312506
- Proper Freedom
- Proper Education
- Flip Remotely / FlipRemotely
- Flip Remotely Mastery
- Flip Remotely Academy
- Propernetics

Please provide:

1. The total number of consumer complaints, referrals or intelligence reports received concerning XXXXXXXXXXXXXXXX and/or any of the above entities or trading names, broken down by year where possible.

Suffolk Trading Standards does hold any data against any of the names listed above.

2. Of these, the number referred or supplied by Citizens Advice Consumer Service.

N/A

3. The broad categories of complaint recorded, for example refunds or cancellation rights, misleading representations, non-delivery of services, training or mentoring services, unfair commercial practices, or estate-agency/property-related activity.

N/A

4. Whether Suffolk County Council Trading Standards has undertaken any investigation, compliance intervention or formal enforcement action concerning XXXXXXXXXXXXXXXX and/or any of the above entities.

N/A

5. Whether any warning, advice, undertaking, enforcement notice, prosecution or other formal outcome has resulted.

N/A

6. Whether any complaints or intelligence concerning XXXXXXXXXXXXXXXX and/or these

entities have been referred to, received from, or shared with another Trading Standards authority, police force, regulator or enforcement body.

N/A