

# GREATER LONDON AUTHORITY

[REDACTED]  
(By email)

Our Ref: MGLA160821-0680

14 September 2021

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 13 August 2021. Your request has been dealt with under the Freedom of Information Act.

Our response to your request is as follows:

1. Can you confirm whether or not Red Radish, the catering firm, has a direct contract with the GLA to supply food to GLA homeless hotels.

I can confirm that Red Radish is contracted by the GLA to provide catering at the Holiday Inn Express hotel in Croydon and three other hotel sites across London.

2. Can you provide a copy of the GLA Complaints Policy and Procedure that would be relevant for homeless guests in GLA homeless hotels who want to complain about the GLA or an organisation that has a contract with the GLA to provide services at that hotel.

If your complaint is about an organisation or service that we contract you should in the first instance, make the complaint directly to that organisation under their policies. Please find a copy of our complaints policy at [gla\\_corporate\\_complaints\\_policy\\_2019.pdf \(london.gov.uk\)](#). If you wish to make a complaint online, you can do so by filling out an [online complaint form](#).

3. Can you state what the procedure is for homeless hotel guests who have contacted organisations that have a contract with the GLA to provide services at GLA homeless hotels, but which fail to acknowledge or respond to correspondence sent to them regarding service issues.
4. Can you state what the procedure is for homeless hotel guests who have contacted organisations that have a contract with the GLA to provide services at GLA homeless hotels, but which fail or refuse to provide a copy of their organisation's Complaints Policy and Procedure when asked to do so.

In response to your questions 3 and 4 above: attempts should first be made to escalate the complaint with the organisation in question using that organisation's complaints policy. If such attempts do not result in a satisfactory resolution, and once the organisation's internal process has been exhausted, the GLA should be notified.

5. Can you confirm whether or not AGS Support Services has a direct contract with the GLA to provide services at GLA homeless hotels.

I can confirm that AGS Support Facilities Ltd is contracted by the GLA for the work which they undertake at the Holiday Inn Express hotel in Croydon.

If you have any further questions relating to this matter, please contact me, quoting the reference at the top of this letter.

Yours sincerely

[REDACTED]  
[REDACTED]

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>.