

GREATER LONDON AUTHORITY

[REDACTED]
(By email)

Our Ref: MGLA041120-9338

23 November 2020

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 4 November 2020. Your request has been considered under the Freedom of Information Act 2000.

You requested information about complaints received in relation to people not wearing masks in commercial premises:

1. *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.*
2. *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.*
3. *Please could I receive a copy of each letter or warning sent to stores related to complaints regarding the wearing of face coverings.*

Our response to your request is below:

The GLA has published guidance about the [wearing of face coverings](#) on our website and members of the public have written to the GLA about their thoughts on mask wearing in London. It is likely that some of this correspondence might include comments about specific retail premises where the sender has observed people failing to wear masks.

However, as the GLA does not have a remit for the inspection of retail premises or the enforcement of the regulations, we have not registered any complaints for the GLA to take action under our complaints procedure.

Our response to part one of your request is nil.

The GLA is London's strategic government and does not operate in the same way as local councils. We are not responsible for environmental health or trading standards, and I can therefore confirm that we do not hold the information you have requested in parts 2 and 3 of your request.

In London you would need to contact the Borough Councils, including the City of London and Westminster City Council: <https://www.london.gov.uk/in-my-area>.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA041120-9338.

Yours sincerely



Information Governance Officer

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>