



National Audit Office

The UK's independent public spending
watchdog

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Reference FOI-1772

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HOUSING DEPOSIT COMPLAINTS

Thank you for your request to the National Audit Office (NAO) dated 18 November 2024. You asked for the following information: *"How many housing deposit return complaints [small claims complaints] are made in England and Wales in a year."*

Your request has been handled under the Freedom of Information Act 2000. We have checked with the relevant NAO audit teams and can confirm that we do not hold any information in scope of your request.

HM Courts and Tribunals Service (HMCTS) is responsible for the administration of criminal, civil and family courts in England and Wales. You may therefore want to contact HMCTS to ask if it holds any data on the reasons for claims made in small claims court. The contact details are: data.access@justice.gov.uk.

I hope you are happy with the way we have handled your request. If you are not happy with this response, you can ask for an internal review within 40 working days by writing to the NAO FOI Team at FOI@nao.org.uk. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The primary way of escalating your concerns to the Information Commissioner is at: <https://ico.org.uk/foicomplaints>.

Yours sincerely,

NAO FOI Team