



Level 10  
1 Stratford Place  
Montfichet Road  
London  
E20 1EJ

[REDACTED]  
[REDACTED]

20 March 2017

**INFORMATION REQUEST REFERENCE 17-010**

Dear [REDACTED]

Thank you for your information request, received on 20 February 2017. You asked the London Legacy Development Corporation (Legacy Corporation) to provide the following information under the Freedom of Information Act 2000 (FOIA):

*"I'm interested in seeing the customer satisfaction survey results done by the LLDC in the last year or so and I wonder if you could direct me to these?"*

*At the GLA regeneration committee on 19 January, broadcast on a webcast, David Goldstone said a number of customer surveys had been done."*

The Legacy Corporation can confirm that they hold information relevant to your request. At the GLA regeneration committee on 19 January, David Goldstone referred to the Legacy Corporation commissioned research into stakeholder perceptions of the Legacy Corporation and its work. In 2016 this showed an overall approval rating of 82%. The information attached in **Annex A** shows how this is broken down according to specific audiences, and how this compares to ratings given in 2015.

If you are unhappy with our response to your request and wish to make a complaint or request a review of our decision, you should write to:

Deputy Chief Executive  
London Legacy Development Corporation  
Level 10  
1 Stratford Place  
Montfichet Road  
London  
E20 1EJ

Please note: complaints and requests for internal review received more than two months after the initial response will not be handled.

If you are not content with the outcome of the internal review, you may appeal directly to the Information Commissioner at the address given below. You should do this within two months of our final decision. There is no charge for making an appeal.

Further information on the Freedom of Information Act 2000 is available from the Information Commissioner's Office:

Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Telephone 08456 30 60 60 or 01625 54 57 45

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

Yours sincerely

  
FOI / EIR Co-ordinator  
London Legacy Development Corporation