



# OFFICE OF THE POLICE & CRIME COMMISSIONER FOR NORFOLK

Reply to: Leah Smith

Tel No: 01953 424455

8th August 2019

Dear Member of Public,

## **Freedom of Information Request FOI/OPCCN/173**

I am writing in connection with your email dated 29<sup>th</sup> July 2019 in which you requested the following information:

1. **“Do you have a backlog of Subject Access Requests, i.e. Subject Access Requests that have been received but have not been completed within the statutory time limit of one month.**
2. **If the answer to question 1 above is yes, how many Subject Access Requests do you have that are over the statutory time limit of one month.**
3. **Out of the figure provided in response to question 2 above can you provide details of how many of the overdue Subject Access Requests are:**
  - (i) **Up to one month overdue**
  - (ii) **Over one month overdue”**

I have reviewed our records and I can advise the following:

1-3. There is no backlog of Subject Access Requests within the Office of the Police and Crime Commissioner for Norfolk.

Yours sincerely

*L. Smith*

Leah Smith  
Complaints and Compliance Officer  
Office of the Police and Crime Commissioner for Norfolk

## Internal Review

If you think we have not supplied information in accordance with Section 1 (the General Right of Access) of the Freedom of Information Act 2000, or you are dissatisfied with the way in which your request has been handled, then you should write, in the first instance, to:

Mark Stokes  
Chief Executive  
Office of the Police and Crime Commissioner for Norfolk  
Building 8  
Jubilee House  
Falconers Chase  
Wymondham  
Norfolk  
NR18 0WW

Telephone: 01953 424455  
Fax: 01953 424462  
Email: [opccn@norfolk.pnn.police.uk](mailto:opccn@norfolk.pnn.police.uk)

If you are dissatisfied in any way with our response or the way we have handled your request, you can contact us by phone, email or in writing. We may, in the first instance, try and resolve your complaint informally. However, at any stage you can request or we may decide to treat your complaint formally under our internal review process.

An internal review is conducted by the Chief Executive who will review the request and response, taking account of your complaint(s), and will respond in writing as soon as possible. The Information Commissioner's Office recommends that a response should be made in 20 working days. If we are unable to respond in this timeframe we will inform you and provide a date by which you should expect to receive our response.

If, after the internal review, you remain dissatisfied then you can complain to the Information Commissioner's Office, the government regulator for the Freedom of Information Act. Details of how to contact the Information Commissioner's Office can be found at [www.ico.gov.uk](http://www.ico.gov.uk)