



# OFFICE OF THE POLICE & CRIME COMMISSIONER FOR NORFOLK

Reply to: Claire Buckley

Tel No: 01953 424455

16 March 2018

Dear Member of Public

## **Freedom of Information Request FOI/OPCCN/136**

I am writing in connection with your email dated 1 March 2018, in which you requested the following information:

**“Under the FOI Act please can you let me know what software your organisations uses to handle press releases / media enquiries”**

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

**The Office of the Police and Crime Commissioner for Norfolk (OPCCN) uses Microsoft Word (to draft/write media releases), Microsoft Excel (to record media calls), Google Chrome web browser (to load media releases to website) and Microsoft Outlook (to distribute media releases/responses to some media requests).**

Yours sincerely

Claire Buckley  
Freedom of Information 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 Officer 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)