



# OFFICE OF THE POLICE & CRIME COMMISSIONER FOR NORFOLK

Reply to: Sharon Lister

Tel No: 01953 424455

17<sup>th</sup> October 2018

Dear Member of Public

## **Freedom of Information Request FOI/OPCCN/157**

I am writing in connection with your email dated 21<sup>st</sup> September 2018, in which you requested the following information:

- “1. What is the name of the organisation/service/authority you represent?**
- 2. If the information I am requesting is available elsewhere (eg, s21) please can you tell me where I can find it?**
- 3. What is the name of the software you use to manage, process and respond to complaints received? (if not applicable or available elsewhere enter N/A)**
- 4. How much does the software in question 3 cost? (if not applicable or available elsewhere enter N/A)**
- 5. When is the software in question 3 due for renewal? (if not applicable or available elsewhere enter N/A)**
- 6. What is the name of the software you use to manage, process and respond to FOI/EIR requests? (if not applicable or available elsewhere enter N/A)**
- 7. How much does the software in question 6 cost? (if not applicable or available elsewhere enter N/A)**
- 8. When is the software in question 6 due for renewal? (if not applicable or available elsewhere enter N/A)**
- 9. What is the name of the software you use to manage, process and respond to SAR requests? (if not applicable or available elsewhere enter N/A)**
- 10. How much does the software in question 9 cost? (if not applicable or available elsewhere enter N/A).”**

**Our response:**

Section 8(1)(b) of the Freedom of Information Act (2000) requires that a request must state the name of the applicant and an address for correspondence. Your request does not provide us with your name or an address for us to respond. Therefore, in accordance with Section 17 of the Freedom of Information Act (2000), this serves as a Refusal Notice for your request.

Section 11(3) of the Freedom of Information Act (2000) states that where the public authority determines that it is not reasonably practicable to comply with any preference expressed by the applicant in making this request, the authority shall notify the applicant of the reasons for its determination. Your request would require us clicking on an external link to an unknown website and providing the information in the form of a web form which would not be reasonably practicable. Therefore, in accordance with Section 17 of the Freedom of Information Act (2000), this serves as a Refusal Notice for your request.

Yours sincerely

*S. Lister*

Sharon Lister  
Director of Performance and Scrutiny  
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)