

Your ref: DIL/C.PS

Mr Philip Swift

By email only to:

PSwift@cma.uk.com

January 15 2010

Dear Mr Swift,

IPCC Contact:
Diljinder Kaur Chowhan
Freedom of Information Team Leader
Tel: 0207 166 3000
Diljinder.Chowhan@ipcc.qsi.gov.uk

Re: Your Complaint

Thank you for your email dated November 27 2009 and further to my email of December 23 2009, I can confirm that I am now in a position to fully respond to the concerns that you have raised in your email. I would like to apologise for the delay in responding to you and hope this has not caused you any inconvenience. I note you have asked several questions and I will respond to these within this letter.

In answering questions 1 and 2, we have experienced a significant increase in the number of requests during the summer which led to a backlog of requests. This has been explained to you in previous correspondence. This backlog of work included your request and this is the reason why your original request and subsequent requests have not been answered within the set parameters. As a direct result of this increase in requests, we have introduced a new process through information retrieval and advice on disclosure, which will allow for requests made under the Freedom of Information Act to be dealt with more efficiently and within the time limits.

Your original Freedom of Information request of October 23 2009 was replied to fully on December 31 2009. I note you made a request for an internal review on November 21 2009 as we had not at that point in time replied to your request within the set time frames. As your Freedom of Information request was replied to fully, bar the delay, I would be grateful if you could

please confirm whether you still wish me to progress an internal review into this request as you have now received all the information as per your request. I would also like to advise you that there has been a change in our internal review process and we anticipate this change will quicken the process for completing future requests for internal reviews.

We are aware of our obligations under the Freedom of Information Act and once again I would like to apologise for the delays you are experiencing in receiving formal responses to your requests. The IPCC is an open and transparent organisation and always seeks to provide the highest standards of service. On this occasion, however, these standards were not met. I would like to reassure you that processes are being put into place so that requests can be dealt with more efficiently and responded to within the set timeframes as prescribed by the legislation.

Should you have any further concerns, please do not hesitate to contact me directly.

Yours sincerely

Miss Diljinder Kaur Chowhan
Freedom of Information Team Leader
Independent Police Complaints Commission