

Your Reference:
Our Reference: PJ/1001968

Mary Hughes
By e-mail to:
request-24442-4560a7dd@whatdotheyknow.com

12 March 2010

IPCC Contact:
Philip Johnston
Tel: 020 7166 3000

Dear Ms Hughes,

YOUR REQUEST FOR INFORMATION – FREEDOM OF INFORMATION ACT 2000

Thank you for your email of 5th March in which you refine your request by stating that you now are interested only in public complaints known to the IPCC concerning dissatisfaction with the police response to a report of crime where the complaint was made against the Metropolitan Police in 2004.

During the year from 1st April 2004 to 31st March 2005, this being the first year of the Commission's operation, the IPCC created over 1,600 complaint cases in respect of complaints made against the Metropolitan Police. I would emphasise again that these represent only some of the complaints made against the Metropolitan Police during that period. The background details to a complaint cannot be identified by automated means and thus can be confirmed only by a manual check of the contents of the documents in each case. I estimate that it would take a minimum of 15 minutes per case to identify and extract this information so that answering this aspect of your request would greatly exceed the cost limit under section 12 of the Freedom of Information Act, which limit is set in Regulations at £450 or 18 hours work at £25 per hour. Accordingly, I find that the IPCC is not obliged to answer your amended request.

The IPCC statistical reports I referred to in my previous letter provide information as to how complaints are recorded, categorised and processed under the new complaints system and consideration of this report may assist you in making a further request, the answer to which could be derived from the data available to the IPCC in an automated format.

If you are not satisfied with this response you may request an independent internal review by our FOI appeals officer, who has had no involvement in dealing with your request. If you wish to complain about any aspect of this decision, please contact:

Freedom of Information Act Complaints
IPCC
90 High Holborn
London
WC1V 6BH

E mails should be clearly marked 'Complaint against FOI decision' and sent to: foi@ipcc.gsi.gov.uk.

March 12, 2010

Should you remain dissatisfied after this internal review, you will have a right of complaint to the Information Commissioner; however, I should point out that under section 50(2)(a) of the Freedom of Information Act, you are normally obliged to exhaust the public authority's own internal complaint mechanism before complaining to the Information Commissioner.

Yours sincerely

Philip Johnston
Independent Police Complaints Commission