

Mr John Brown

Via email to:

<mailto:request-8159-dbc37745@whatdotheyknow.com>

Our Reference: 46535

26th March 2009

Dear Mr Brown,

Please find attached further documentation regarding your previous Freedom of Information Request 46535, particularly in relation to question:

(a) electronic copies of any correspondence relating to the establishment of the ACRO 'service';

Your right to complain

We take our responsibilities under the Freedom of Information Act seriously but, if you feel your request has not been properly handled or you are otherwise dissatisfied with the outcome of your request, you have the right to complain. We will investigate the matter and endeavour to reply within 3 – 6 weeks. You should write to:

Gavin McKinnon
Head of Secretariat
National Policing Improvement Agency
10-18 Victoria Street
London
SW1H 0NN

E-mail: gavin.mckinnon@npia.pnn.police.uk

If you are still dissatisfied following our internal review, you have the right, under section 50 of the Act, to complain directly to the Information Commissioner. Before considering your complaint, the Information Commissioner would normally expect you to have exhausted the complaints procedures provided by the NPIA. The Information Commissioner can be contacted at:

NPIA
New King's Beam House,
22 Upper Ground, London, SE1 9QY

T 020 8358 5678
F 020 8358 5700

NPIA (headquarters):
4th Floor,
10-18 Victoria Street,
London, SW1H 0NN

T 020 7147 8200
F 020 7147 8201
www.npia.police.uk

FOI Compliance Team (complaints)
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Further information about the NPIA is routinely published on our website at www.npia.police.uk or through our publication scheme. If you require any further assistance in connection with this request please contact us at our address above.

Yours sincerely,

NPIA FOI Team