



Information Rights Unit
PO Box 313
Sidcup
DA15 0HH

Email: foi@met.police.uk

www.met.police.uk

Your ref:
Our ref: 01/FOI/21/020840

24/08/2021

Dear Patrick Breathen,

Freedom of Information Request Reference No: 01/FOI/21/020840

I write in connection with your request for information which was received by the Metropolitan Police Service (MPS) on 21/08/2021. I note you seek access to the following information:

Please provide, in full, the NCALT e-learning (and/or any other forms of learning documents required) for MetSearch.

Your request will now be considered in accordance with the Freedom of Information Act 2000 (the Act). We aim to provide a response within the statutory timescale of 20 working days as defined by the Act. The deadline date for your request is 20/09/2021

During the first part of the national lockdown last year our staff were prevented access to our offices to conduct essential work that could not be carried out remotely, this caused a large amount of backlog and even though lockdown restrictions have eased in more recent times we are still affected by the various restrictions that were in place during the majority of 2020. We do now have a limited number of staff able to attend our offices and it will take time for us to resume our normal service.

Please be reassured that the vast majority of work is carried out unhindered, but due to current circumstances some delays may be unavoidable. The MPS take your rights under data protection regulations very seriously and every effort will be made to ensure a response is provided within statutory deadlines. We apologise for any inconvenience and will endeavour to process your request as quickly as is practicable.

If you have any further enquiries concerning this matter, please contact us at foi@met.police.uk, quoting the reference number above. Should your enquiry relate to the logging or allocations process we will be able to assist you directly and where

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your enquiry relates to other matters (such as the status of the request) we will be able to pass on a message and/or advise you of the relevant contact details.

Yours sincerely

Data Office Triage Team

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COMPLAINT RIGHTS

Are you unhappy with how your request has been handled or do you think the decision is incorrect?

You have the right to require the Metropolitan Police Service (MPS) to review their decision.

Prior to lodging a formal complaint you are welcome to discuss the response with the case officer who dealt with your request.

Complaint

If you are dissatisfied with the handling procedures or the decision of the MPS made under the Freedom of Information Act 2000 (the Act) regarding access to information you can lodge a complaint with the MPS to have the decision reviewed.

Complaints should be made in writing, within forty (40) working days from the date of the refusal notice, and addressed to:

FOI Complaint
Information Rights Unit
PO Box 313
Sidcup
DA15 0HH
foi@met.police.uk

In all possible circumstances the MPS will aim to respond to your complaint within 20 working days.

The Information Commissioner

After lodging a complaint with the MPS if you are still dissatisfied with the decision you may make application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.org.uk. Alternatively, write to or phone:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 0303 123 1113