Dear Mr King

Please accept my profuse apologies for the delay in me writing this reply to your request for an internal review of your request for information.

I have reviewed your original request and have sought to identify what, if any, information the Force holds in respect of the public’s satisfaction with the performance of the Force Professional Standards Department (PSD).

Having taken a second view of this I am able to confirm that the Force does not hold the information you seek. The simple reason for this is there is no requirement for Police Forces to record such information; therefore Wiltshire Police do not record this type of information which means the Force does not hold the information sought.

I have also reviewed your request regarding any minutes of the Police Authority which relate to discussions held about the public’s dissatisfaction of the service provided by the Force’s PSD.

If discussions of this nature have taken place they will be recorded in the minutes which are published by the Police Authority on their website and can therefore be accessed freely by anyone. Due to the minutes being published and available there is no obligation for the Force to provide those records to you as you can access them directly. I have checked the web link you were provided with in response to your original request and can confirm that it is the correct location to access the minutes of the Police Authority meetings that deal with PSD matters.

If you are still dissatisfied following this review you have the right to direct your comments to the Information Commissioner (www.informationcommissioner.gov.uk)

Yours sincerely

Andrew McConaghy
Force Disclosure Manager