



Home Office

Shared Services
Directorate
2 Marsham Street
London SW1P 4DF

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(switchboard)

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Mr Wayne Pearsall

[request-160146-
641f6899@whatdotheyknow.com](#)

21 May 2013

Dear Mr Pearsall

Freedom of Information Request (Case 27426)

Thank you for your e-mail of 3 May 2013, in which you ask for technical details concerning the database used to store complaints. You also asked for the Department's structural diagram. Your request has been handled as a request for information under the Freedom of Information Act 2000.

We have considered your request and we believe it to be vexatious. Section 14(1) of the Act provides that the Home Office is not obliged to comply with a request of this nature.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference 27426. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Access Team
Home Office
Ground Floor, Seacole Building
2 Marsham Street
London SW1P 4DF
e-mail: info.access@homeoffice.gsi.gov.uk

As part of any internal review the Department's handling of your information request will be reassessed by staff who were not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours Sincerely

M Riddle
Information Access Team

Switchboard 020 7035 4848

E-mail info.access@homeoffice.gsi.gov.uk

Annex

Freedom of Information request from Mr Wayne Pearsall (reference 27426)

Information requested

You state:

All complaints are recorded on a database and are categorised as either service, which includes errors and procedures or as misconduct. There is no specific category for complaints about the taking of fingerprints. To locate and retrieve the information requested a manual examination of each record would be required. We have estimated that for a 2 year period this would take in excess of 500 hours to complete. This figure is based on Border Force receiving in excess of 3000 complaints per year and taking 5 minutes per record to establish if it is in scope.

I request therefore to receive the following information...

1) This database which stores information on complaints...

What type of database is it? MySql / SQL Server / Access / Excel or other (please state).

2) Are you aware of the ability to perform an SQL query to search for information which might come into scope ("SELECT * FROM 'table name' WHERE 'field name' LIKE '%word%'") <http://stackoverflow.com/questions/3804887/sql-find-rows-where-column-contains-all-of-the-given-words>

3) What are the field names of the database you store information in? (also referred to as "Column")

4) Please supply a copy of all complaints recorded within this specific database since Jan 01 2013.

4a) If you are required to withhold any information on an exemption then I would request that only the minimum information is withheld, all exemptions for the withheld information is noted and you make it clear the amount of information which has been withheld (number of words/sentences/paragraphs/characters/etc)

Date

21/05/2013