

Thomas Martin  
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data.access@justice.gov.uk

2 July 2018

Dear Mr Martin,

**Freedom of Information Act (FOIA) Request – 180604012**

Thank you for your request dated 4 June 2018 in which you asked for the following information from the Ministry of Justice (MoJ):

- 1. How many complaints has the Milton Keynes County Court received this year?**
- 2. How many complaints were made against the administrative staff?**
- 3. How many complaints have been received into the enquiries inbox but the staff have ignored and not replied to?**
- 4. How many responses have complaints received from the court, which are then responded to, and the court fails to respond further? Essentially ignoring the complainant?**
- 5. How many complaints have specifically been raised against Mrs Sharon Lawson this year?**
- 6. Has any complaints against Mrs Sharon Lawson been upheld?**
- 7. What action has been taken?**

Your request has been handled under the FOIA.

I can confirm that the MoJ holds some of the information that you have requested and I have provided it below.

**How many complaints has the Milton Keynes County Court received this year? – 31**

**How many complaints were made against the administrative staff? – None**

**How many complaints have been received into the enquiries inbox but the staff have ignored and not replied to? – None.** The Court have confirmed that there are no outstanding complaints that they have not responded to.

**How many responses have complaints received from the court, which are then responded to, and the court fails to respond further? Essentially ignoring the complainant? - None.** The Court have confirmed that there are no outstanding complaints that they have not responded to.

In answer to questions 5, 6 and 7 I can confirm that the MoJ holds some of the information that you have requested. However, it is exempt from disclosure under section 40(2) of the FOIA, because it contains personal data.

Personal data can only be released if to do so would not contravene any of the data protection principles set out in Article 5(1) of the General Data Protection Regulation and section 34(1) of the Data Protection Act 2018.

We believe releasing the requested information into the public domain would be unlawful. Individuals have a clear and strong expectation that their personal data will be held in confidence and not disclosed to the public under the FOIA.

This is an absolute exemption and does not require a public interest test.

### **Appeal Rights**

If you are not satisfied with this response you have the right to request an internal review by responding in writing to one of the addresses below within two months of the date of this response.

[data.access@justice.gov.uk](mailto:data.access@justice.gov.uk)

Disclosure Team, Ministry of Justice, 10.38, 102 Petty France, London, SW1H 9AJ

You do have the right to ask the Information Commissioner's Office (ICO) to investigate any aspect of your complaint. However, please note that the ICO is likely to expect internal complaints procedures to have been exhausted before beginning their investigation.

Yours sincerely

**Knowledge Information Liaison Officer**  
**London & South East Regional Support Unit**