

Our reference: 12098 FOI

17th July 2017

Dear Mr MacKenzie,

Thank you for your request of 16th June 2017, in which you asked for information about the following information:

“In the last 2 years (24 months), how many blank 'Transfer Applications Form for In Year Transfers' forms have been returned to you blank?

In the last 2 years (24 months), how many complaints have been received as to the sending, receiving and completing of the 'Transfer Applications Form for In Year Transfers' on your website”

Please see our response below:

We no longer hold data prior to 25 January 2016 so we cannot fully answer the request for a period of 24 months. We can only provide information for the past 18 months.

Since 25 January 2016 we have received 7,464 in-year application forms submitted through our portal.

Of these, 468 (6.27%) were received blank.

In all cases except one, where a form was initially received blank, the matter was resolved to the customer's satisfaction subsequently, either by them resending a form that was not received blank or printing and sending a form by another method (e.g. fax or post).

During this same time period there has been one complaint about this process.

Internal review

If you are dissatisfied with the service or response to your request you can ask for an internal review as follows:

- Contact the Complaints & Freedom of Information team in Law & Governance :
foi@oxfordshire.gov.uk
- Use the online complaints form on our website:
www.oxfordshire.gov.uk/complaints
- Write to the Complaints & Freedom of Information team at the FREEPOST address:

Complaints and Comments
Oxfordshire County Council
FREEPOST RTLL-ECKS-GLUA
Oxford OX1 1YA

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.gov.uk

Please let me know if you have further enquiries. I would be grateful if you could use the reference number given at the top of this email.

Yours sincerely,

Roy Leach,

Strategic Lead for Education Sufficiency

Roy.Leach@Oxfordshire.gov.uk