



Home Office

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15 October 2013

Dear Sir/Madam,

**Freedom of Information request - reference 29010**

Thank you for your e-mails of 18 September 2013, in which you ask for:

1. A recorded figure for the number of complaints from members of the public that were upheld by the Professional Standards Unit in the last year.
2. Details of the individual who is in charge of the Professional Standards Unit.
3. The salary band for the head of the Professional Standards Unit.

Your request has been handled as a request for information under the Freedom of Information Act 2000.

In response to your first question, we noted in our previous response that on average a fifth of serious misconduct complaints were substantiated. This fraction represents the last two years (i.e. 2011/12 2012/13) for which that information was recorded and available. During these two years, the Professional Standards Unit (PSU) handled a total of 190 complaints with 40 of these being substantiated, hence the stipulation of a fifth as this is more representative of the substantiation rate over time. The breakdown by year is as follows:

- In 2011/12, 96 serious misconduct complaints were investigated by the PSU, 25 of which were substantiated.
- In 2012/2013, 95 serious misconduct complaints investigated by the PSU, 15 were substantiated.

As regards the second question you have posed, we are unable to disclose the name of the individual who heads the PSU. As indicated in my previous letter to you the general policy of the Home Office is not to disclose, to a third party, personal information about another person. This is because we have obligations under the Data Protection Act and in law generally to protect this information.

We have concluded that the information you have requested – specifically the name of a middle-ranking civil servant – is exempt from disclosure under section 40(2) of the FoI Act by virtue of the condition at sub-section 40(3)(a)(i). This section of the Act exempts personal data from disclosure if its release would breach any of the data protection principles at Schedule 2 to the Data Protection Act 1998. Section 40 is an absolute exemption and as such does not require any consideration of the Public Interest Test (PIT).

Finally, the information you ask for on the salary band for the head of the Professional Standards Unit can be found in the following table, taken from the 2012/13 pay ranges for Home Office staff:

	Minimum	Maximum
Grade 7 (London & Sandridge)	£46,506	£57,553

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 **29010**. 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](mailto: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 faithfully

Ryan Noel  
Information Services Centre

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