



Reply to: Leah Smith

Tel No: 01953 423506

09 December 2021

Dear Member of Public,

Freedom of Information Request FOI/OPCCN/206

I am writing in connection with your email dated 2 December 2021, in which you requested the following information:

“I wish to make a FOI request for data on:

Total number of Police complaint reviews by Office of Norfolk PCC from 1/2/2020 to 19/11/2021

Total number of police complaints upheld by Office of Norfolk PCC from 1/2/2020 to 19/11/2021”

I have reviewed our records and I can advise the following:

There have been 89 applications for review between 1/2/2020 to 19/11/2021. 10 reviews have been upheld in that time period.

Yours sincerely

L. Smith

Leah Smith
Complaints and Compliance Officer and FOI Decision Maker
Office of the Police and Crime Commissioner for Norfolk

Internal Review

If you think we have not supplied information in accordance with Section 1 (the General Right of Access) of the Freedom of Information Act 2000, or you are dissatisfied with the way in which your request has been handled, then you should write within 40 days of the date of the response to:

Mark Stokes
Chief Executive
Office of the Police and Crime Commissioner for Norfolk
Jubilee House
Falconers Chase
Wymondham
Norfolk
NR18 0WW

Telephone: 01953 424455

Email: opccn@norfolk.police.uk

If you are dissatisfied in any way with our response or the way we have handled your request, you can contact us by phone, email or in writing. We may, in the first instance, try and resolve your complaint informally. However, at any stage you can request or we may decide to treat your complaint formally under our internal review process.

An internal review is conducted by the Chief Executive who will review the request and response, taking account of your complaint(s), and will respond in writing as soon as possible. The Information Commissioner's Office recommends that a response should be made in 20 working days. If we are unable to respond in this timeframe we will inform you and provide a date by which you should expect to receive our response.

If, after the internal review, you remain dissatisfied then you can complain to the Information Commissioner's Office, the government regulator for the Freedom of Information Act. Details of how to contact the Information Commissioner's Office can be found at www.ico.org.uk