



Your reference:

Our reference: FOI_2023.0718

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 07/08/2023

Dear

Gloucestershire Constabulary Freedom of Information request 2023.0718

On 12/07/2023 you sent an email constituting a request under the Freedom of Information Act asking the following:

Does this Constabulary hold any public documents/policies in relation to internal reviews containing the process in which will be followed etc for this type of circumstance? If so, would you be so kind as to send this to myself via eMail so that I can give it my kind attention.

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

I can confirm that there are no public documents or policy documents in relation to how the constabulary conducts internal reviews of the Subject Access disclosure process.

I can, however, provide you with an extract from the SAR Processing Guide that addresses internal reviews and complaints. Please note that this is an internally produced guidance document;

1. Internal Review and Complaints

It will not be uncommon for individuals to raise follow up questions (not complaints) in relation to their disclosure. Where possible and appropriate these should be responded to as part of the ongoing handling of the request. Where these 'follow up' questions are continuous or repetitive, it could be considered that the data subject is dissatisfied with their response.

If it is clear that the individual is dissatisfied with a SAR response, then it is suggested that this should be handled as a first stage 'complaint' similar to an Internal Review process under FOIA.

All internal reviews are handled by the IDU Manager. Please see 'how to record information' for the internal review logging process.

If the applicant is still dissatisfied with the outcome of their internal review they are entitled to log a complaint with the ICO.

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post –

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

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary