

8<sup>th</sup> July 2022  
**FOI928 CON-32920/RM**

Sent via email [REDACTED]

Dear [REDACTED]

**RE: FREEDOM OF INFORMATION REQUEST – FOI928 CON-32920**

Avon and Somerset Police and Crime Commissioner's (PCC's) office have now completed the search for the information which you requested on the 26<sup>th</sup> June 2022.

**Your request:**

FOI request - What is the quickest and longest response timeframe in days from the Office of Avon & Somerset Police & Crime Commissioner's email address [pcc@avonandsomerset.police.uk](mailto:pcc@avonandsomerset.police.uk)?

Please advise why the auto-response for emails sent to [pcc@avonandsomerset.police.uk](mailto:pcc@avonandsomerset.police.uk) says "...the PCC will aim to reply within 30 working days." However the website states "We aim to reply to enquiries within twenty working days. We will inform you if we cannot respond within this time frame." Is it 30 days, 20 days or does the OPCC make up response timeframes to suit them?

**Our response:**

Information regarding the response time in days from the Police and Crime Commissioner's email address is not recorded information.

The Freedom of Information Act allows a right of access to recorded information. For the purpose of the Act, information that is already recorded or documented at the time of the request can be disclosed. There is no obligation for the Office of the Police and Crime Commissioner to create information to satisfy a request.

We record when an email is received, and create a case, then we record when the case is closed. This can be different to the email being responded to. Therefore we are unable to calculate a figure for you.

In relation to the auto-response, thank you for drawing this to the attention of the Police & Crime Commissioner's office, this was an administrative oversight and the website should read thirty working days. This has now been amended.

If you have any queries about this letter then please contact me, quoting the reference number above in any future communications.

If you are unhappy about how your request has been handled and wish to make a complaint or request a review of the decision then you should write to:

The Chief Of Staff  
Avon and Somerset Police and Crime Commissioner's Office  
Valley Road  
Portishead  
Bristol  
BS20 8JJ

Please note, Avon and Somerset Police and Crime Commissioner's office provides you with the right to request a re-examination of your case under its review procedure. The appeals document is attached for your reference.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by Avon and Somerset Police and Crime Commissioner's office. The Information Commissioner can be contacted at: <http://ico.org.uk/>.

Yours sincerely,

*Freedom of Information Officer*

**Avon and Somerset Police and Crime Commissioners Office**