

## REQUEST

Dear Sir or Madam,

on the basis of Freedom of Information Act I would like to ask some questions:

- Is MOPAC bound by Independent Office for Police Conduct guides about complaint system in UK?
  - Does MOPAC have 15 days to make a recording decision in case it receives a complaint?
  - Why isn't 15 days deadline to make a decision on recording described on MOPAC website: <https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/about-mayors-office-policing-and-crime-mopac/mopac-complaints> ?
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## RESPONSE

Thank you for your Freedom of Information request of 2 February to MOPAC. I confirm that your request has been handled under the Freedom of Information Act 2000 and that MOPAC does hold information relating to your request, as set out below:

1. *Is MOPAC bound by Independent Office for Police Conduct guides about complaint system in UK?*

MOPAC is bound by the IOPC guidance for complaints about the Commissioner of the Metropolitan Police only and therefore should MOPAC receive a complaint about the Commissioner, we make the recording decision within 15 days. MOPAC will consider your complaint and make a decision about whether to record it. You can expect to hear within 15 working days whether it has recorded your complaint and, if not, the reasons why.

2. *Does MOPAC have 15 days to make a recording decision in case it receives a complaint?*

Yes.

3. *Why isn't 15 days deadline to make a decision on recording described on MOPAC website: <https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/about-mayors-office-policing-and-crime-mopac/mopac-complaints> ?*

The recording decision timescale is not specifically referenced on the MOPAC website, although the process to make a complaint is and also provides the option for complainants to go direct to the IOPC to make a complaint.

MOPAC is in the process of reviewing the information that is provided to members of the public about the MOPAC complaints process and we are grateful to you for highlighting that you would find it helpful to have the timescales required for a recording decision available.

If you are unhappy with the response to your Freedom of Information request, please see the MOPAC website on what the next steps are at:

<https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/governance-and-decision-making/freedom-information>

As you rightly pointed out in your email of 17 February (attached for reference), the link to the Information commissioners website in the above address does not work and this is being corrected. I apologise for this and in the meantime, please find the correct link below:

<https://ico.org.uk/concerns/>

The information supplied in this email should also provide you with answers to the other points raised in your email of 17 February.