

## REQUEST

On the basis of Freedom of Information Act I would like to ask:

1. Could you please provide me with complaints procedure for The Mayor's Office for Policing And Crime (MOPAC)?
  2. How many days do MOPAC have to consider complaint (deadline)?
  3. In case MOPAC don't have complaints procedure, isn't it against good practices in public administration to not have a complaints procedure?
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## RESPONSE

Thank you for your Freedom of Information request of 29 January to the Mayor's Office for Policing And Crime (MOPAC).

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

1. Could you please provide me with complaints procedure for The Mayor's Office for Policing And Crime (MOPAC)?

Whilst this is exempt from disclosure under Section 21 of the Freedom of Information Act, since it is information which is already published, please find a link below:

<https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/about-mayors-office-policing-and-crime-mopac/mopac-complaints>

2. How many days do MOPAC have to consider complaint (deadline)?

MOPAC aims to reply to all correspondence within 20 working days of receipt.

3. In case MOPAC don't have complaints procedure, isn't it against good practices in public administration to not have a complaints procedure?

MOPAC does have a complaints procedure, please see 1 above.

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:

<http://www.london.gov.uk/priorities/policing-crime/how-we-work/freedom-of-information>