

## REQUEST

Under the FOI please send me a copy of

- 1- MOPAC Complaints Procedure
- 2- MOPAC Anti discriminatory Policy against members of the public by staff
- 3- Copy of the telephone recordings from today 15/09/2016 at 11.37am and 15.32 to 15.47 recording with [REDACTED] and with [REDACTED] from The Mayor Private Office made from my mobile on [REDACTED]

Please retrieve them and disclosed it for legal purpose, otherwise I shall make an application in court under CPR 31

- 4- Under data Protection Act send me all the internal correspondence with the member of staff about me and do not destroy them

## RESPONSE

Thank you for your Freedom of Information request of 15 September to the Mayor's Office for Policing And Crime (MOPAC).

You asked for the following information:

1. MOPAC Complaints Procedure
2. MOPAC Anti Discriminatory Policy against members of the public by staff
3. Copy of the telephone recordings from today 15/09/2016 at 11.37am and 15.32 to 15.47 recording with [REDACTED] and with [REDACTED] from The Mayor Private Office made from my mobile on [REDACTED]

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 follows:

### 1. MOPAC Complaints Procedure

Please note that MOPAC does not have a Complaints Procedure as a separate document, but rather the Procedure is all set out online in our website, here:

<https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/about-mayors-office-policing-and-crime-mopac-0>

If your complaint is about an individual member of MOPAC staff, please email [Rebecca.Lawrence@mopac.london.gov.uk](mailto:Rebecca.Lawrence@mopac.london.gov.uk) or write to the Acting Chief Executive:

Rebecca Lawrence  
Mayor's Office for Policing and Crime  
City Hall  
The Queens Walk  
London SE1 2AA

Or by telephone: 0207 983 4010

If your complaint is against the CEO, please email [enquiries@mopac.london.gov.uk](mailto:enquiries@mopac.london.gov.uk) or write to the Deputy Mayor of Policing and Crime at:

Sophie Linden  
Mayor's Office for Policing and Crime  
City Hall  
The Queens Walk  
London SE1 2AA

MOPAC aims to deal with all correspondence and complaints equitably.

**2. MOPAC Anti Discriminatory Policy against members of the public by staff**

MOPAC does not hold any information relating to this part of your request.

**3. Copy of the telephone recordings from today 15/09/2016 at 11.37am and 15.32 to 15.47 recording with [REDACTED] and with [REDACTED] from The Mayor Private Office made from my mobile on [REDACTED]**

MOPAC may record telephone calls but on this occasion, your call on 15/09/2016 with [REDACTED] was not recorded, therefore MOPAC does not hold any information relating to this part of your request.

[REDACTED] is a member of Greater London Authority (GLA) staff not MOPAC, therefore MOPAC does not hold any recorded information in relation to this part of your request. You may wish to make a separate FOI request to the GLA, using the information here:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information#Stub-231957>

**4. Under Data Protection Act send me all the internal correspondence with the member of staff about me and do not destroy them**

You also indicated in your email that you wish to make a Subject Access Request (SAR) under Section 7 of the Data Protection Act 1998. Before I can process this SAR, I need proof of your identity, in order to avoid personal data about one individual being sent to another. Therefore, please send me a copy of your birth certificate, either by email or in the post. Once I have received and verified this, I will process your SAR, responding within 40 calendar days of receiving your ID.