

How many complaints and unsatisfied emails you have received in your 'contact', 'foi' and 'putting things right' email boxes along with the PCC's email account for the last 2 years.

The Freedom of Information Act 2000 entitles you to access information held by the Office of the Police and Crime Commissioner (OPCC). Under the Act we must inform you whether we hold the information that you have requested and, if held, communicate this to you.

In this case the OPCC does not hold information which categorises whether emails are complaints or unsatisfied. However, we have a responsibility to collate the information which is requested if we hold the building blocks and to satisfy the request involves only a reasonable level of judgement.

To assess this work we have counted the number of emails received in a random week. Between 3 and 9 March 2014 a total of 212 emails were received in the email accounts that you have specified (this does not include any emails which might have already been deleted). Extrapolating this from the date that the OPCC was created (22 November 2012) which is when these email addresses were created we estimate would result in over 16,000 emails to be checked. Assuming each email would need 3 minutes to read and check would mean over 800 hours of work.

Under Section 12 of the FOI Act the OPCC is not obliged to respond to a request if the cost of certain activities, including locating, retrieving and extracting the information, would exceed the appropriate limit. The appropriate limit for all public bodies is £450 at a flat rate of £25 per hour (ie, 18 hours).

This email serves as a refusal notice under Section 17 of the FOI Act. We are unable to provide you with the information that you have requested as we believe that an exemption applies under Section 12 of the FOI Act.

You may wish to refine your request so that it does not exceed the cost limit. For example, by requesting the information over a smaller time frame (2 weeks rather than 2 years) or by requesting the total number of emails received over a 12 month period. Alternatively, you may wish to request information about complaints which have been formally recorded under the Police Reform Act 2002.