

**Force Disclosure Unit**

Wiltshire Police HQ
London Road
Devizes
Wiltshire
SN10 2DN
Tel 101 ext 62005

www.wiltshire.police.uk
disclosure@wiltshire.police.uk

Date: 15th June 2022

Your Ref: FOI

Our Ref: FOI 2022/364

Reply contact name is: Kay Moore

Dear,

I write in connection with your request for information originally dated 23rd April 2022 (however, clarification was received on 24th May 2022 and was then booked in) concerning the contact detail's of the Chief Constable and our Professional Standards Department.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Following receipt of your request, searches were conducted with the Professional Standards Department of Wiltshire Police.

Your request for information has now been considered and it is not possible to meet your requirements in full.

You wrote:

1. The email address for your Chief Constable.
2. The phone number for your Chief Constable.
3. The reason that your last chief constable left the position.
4. The general email address for your force e.g. a 'contact us' email address.
5. The phone number for your Professional Standards Department.
6. The email address for your Professional Standards Department.

Our response:**Questions 1 & 2:**

Providing the telephone number and email address of the Chief Constable is exempt by virtue of S40(2) – Personal Information. Information of this type is deemed personal and therefore, we cannot release under the Act.

Section 40 is an absolute exemption and therefore there is no requirement to articulate the harm or conduct a Public Interest test.



Question 3:

Information relating to why the last Chief Constable left their position can be found readily available in the public domain and is therefore exempt under S21 – Information Reasonably Accessible by Other Means.

Please refer to the following websites for more information –

[Wiltshire Police chief constable Mike Veale to quit \(polfed.org\)](http://polfed.org)

[Wiltshire Police chief constable Mike Veale to quit - BBC News](http://www.bbc.com/news/health-12345)

Question 4:

We do not have a generic 'contact us' email address in particular, however, if you need to get in touch with us I would suggest you refer to the following page on our website which details the various ways in which you can get in contact – [Contact us | Wiltshire Police](#).

Question 5:

Our Professional Standards Department do not have a direct dial phone number, however, callers can be transferred to the department by calling 101.

Question 6:

Profstand@wiltshire.police.uk – please note, that this email address should not be used to report new complaints, as any new complaints must go via our Service Recovery Team whose email address is: complaints@wiltshire.police.uk.

Section 17 of the Freedom of Information Act 2000 requires the Constabulary, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies. In accordance with the Freedom of Information Act 2000 this letter acts as a Refusal Notice for those aspects of your request.

Exemption applied:

Section 40(2) – Personal information

Section 21 – Information Reasonably Accessible by Other Means

In accordance with Section 17 of the Act, this letter represents a partial Refusal Notice for this particular request.

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Kay Moore
Force Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:
Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should

contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk