

# WILTSHIRE POLICE



Via email



## Police Headquarters

London Road

DEVIZES

Wiltshire

SN10 2DN

[disclosure@wiltshire.police.uk](mailto:disclosure@wiltshire.police.uk)

Date 20/09/2023

Your ref: FOI

Our ref: **FOI 2023/904**

Reply contact name is:

Dear ,

I write in connection with your request for information dated 19/09/2023 concerning the non-emergency number and email address for the control room.

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.

Your request for information has now been considered and I am not obliged to supply the information you have requested.

You wrote:

Please treat this email as a formal request for information made under Section 1 of the Freedom of Information Act 2000 (which I hereby refer to as "the Act").

I request a direct non-emergency telephone number and email address for your control room (or, where you have more than one control room, the aforementioned for each such control room).

Please note that I am not seeking your switchboard telephone number and that I do not seek to "jump the queue", so to speak, but simply to make contact directly with your control room in circumstances where that is required without having to engage with the menu options presented by your switchboard.

In order to assist, I believe that the telephone number I am seeking is likely to be that on which calls from your switchboard to your control room are forwarded. I also believe that the control room email address in many forces takes the format of "[force.control@XXX.police.uk](mailto:force.control@XXX.police.uk)" or similar.

Response:

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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](#)

The only non-emergency phone number is 101, which will take you through to the switchboard. These operators will triage your call to ensure that you are put through to the correct person / department.

Section 17 of the Freedom of Information Act 2000 requires Wiltshire Police, 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.

Exemptions applied:

Section 21 – Information Reasonably Accessible by Other Means

Please contact me if you would like to discuss the withheld information.

Yours sincerely

**Force Disclosure Decision Maker**



The 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

## **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](mailto: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.

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#### **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](mailto:mail@ico.gsi.gov.uk)

**Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.**

**If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>**