

10 June 2025

FOI Ref 21356

Request - You asked us the following:

Many thanks for your response to my FOI 21302. Thank you for confirming that Staffordshire Police received one complaint relating to a trauma cleaning company.

Under the Freedom of Information Act 2000, I would like to request the following additional, non-identifying information:

1. The month and year the complaint was made.
2. The general location (e.g. town or district) related to the complaint.
3. A brief summary of the nature of the complaint.
4. Whether the complaint concerned a company commissioned by the police or another authority.
5. The outcome or any follow-up action taken by Staffordshire Police.
6. Any anonymised correspondence relating to the complaint.

Clarification received 16/05/2025:

Please could you provide the requested follow up information in relation to the forensics team.

We received your request on 15/05/2025 and have processed this under the Freedom of Information Act (FOIA).

Staffordshire Police's response to your enquiry is as follows:

Staffordshire Police does not hold the requested information.

- 1. The month and year the complaint was made. – **No information held.**
- 2. The general location (e.g. town or district) related to the complaint. – **No information held**
- 3. A brief summary of the nature of the complaint. – **No information held**
- 4. Whether the complaint concerned a company commissioned by the police or another authority. – **No information held.**
- 5. The outcome or any follow-up action taken by Staffordshire Police. – **No information held.**
- 6. Any anonymised correspondence relating to the complaint. – **No information held.**

Upon further investigation in our searches to retrieve the information for this refined request, we have identified that there was no formal complaint logged against the Force from victims or property owners regarding the condition of their property after a forensic investigation.

Please be advised that all Freedom of Information request responses are published on the Staffordshire Police website although personal details are not included.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Staffordshire 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 within two months of the date of receipt of this email, and should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

Central Disclosure Unit
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

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 Central Disclosure Unit within two months of the Force's response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by another Decision Maker who is independent from the original Decision Maker. The Central 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 20 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:



STAFFORDSHIRE
POLICE

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

ICO Website for complaints link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Central Disclosure Unit