



## FREEDOM OF INFORMATION REQUEST

**FOI Reference number:** FOI 56/2015

**Date:** 29 October 2015

**Request:**

1. *Confirm NIPB has an Internal Dispute Resolution Procedure (IDRP)*
2. *If NIPB has an Internal Dispute Resolution Procedure please provide a full copy. Confirm also when the IDRP was implemented.*
3. *Confirm the number of applications received by NIPB over the past 12 months, seeking implementation of its IDRP procedure.*
4. *If NIPB does not have an IDRP, please advise why this situation exists and if NIPB intends to introduce an IDRP in the near future. It is noted, currently on the NIPB website, brief mention is made of IDRP but no specific detail is given and despite a recent direct request to NIPB for a copy of NIPBs IDRP, the written request appears to have been ignored, hence the necessity for this FOI application.*

**Answer**

1. The Board has an Internal Dispute Resolution Procedure.
2. The Board's IDRP is not documented in a formal policy at present and I am therefore unable to provide a copy. The process is that a complaint raised under IDRP will be dealt with in the first stage by the Director of Policy and if the complainant is not satisfied with their response the second stage is for complaint to be addressed by the Chief Executive. As the IDRP is not documented at present there is no record of when the IDRP was implemented.
3. The Board's Police Administration Branch receives a significant volume of correspondence on an annual basis. When correspondence is received relating to a claimant's injury on duty award it is responded to and placed on the claimant's file. In order to identify the number of letters received within which the claimant has asked for the matter to be dealt with under the Board's Internal Dispute Resolution Procedure a manual trawl of all files would be required.

The Board estimates there are over 9000 files held by Police Administration Branch and it will cost more than the appropriate limit to consider your request. The appropriate limit is specified in regulations and for the Board is set at £450. This represents the estimated cost of one person spending 18 hours in determining whether the Board holds the information, and locating, retrieving and extracting the information. Consequently, the Board is not obliged by the Freedom of Information Act 2000 to respond to your request (see section 12(1)).

Police Administration Branch's database does not have the capability of tracking correspondence received and it would therefore not be possible to respond to your request if the time period was narrowed.

4. See Answer 1 above.

If you have queries about this request or the decision, please contact the Board quoting the reference number above. If you are unhappy with the service you have received and wish to make a complaint or request a review you should write to the Board's Chief Executive at the following address:

Northern Ireland Policing Board  
Waterside Tower  
31 Clarendon Road  
Clarendon Dock  
Belfast BT1 3BG

Email: [foi@nipolicingboard.org.uk](mailto:foi@nipolicingboard.org.uk)

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner. Generally, the Information Commissioner's Office cannot investigate or make a decision on a case unless you have exhausted the complaints procedure provided by the Board. The Information Commissioner can be contacted at:-

The Information Commissioner's Office – Northern Ireland  
3rd Floor  
12 Cromac Place  
Gasworks  
Ormeau Road  
Belfast  
BT7 2JB.

Telephone: - 0303 1231114

Email: - [ni@ico.org.uk](mailto:ni@ico.org.uk)

Please be advised that all Policing Board replies under Freedom of Information will be released into the public domain via our website @ [www.nipolicingboard.org.uk](http://www.nipolicingboard.org.uk).

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.