



Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

FREEDOM OF INFORMATION REQUEST



Request Number: F-2010-00679

Keyword: Human Resources

Subject: Complaints About Online Application Process

Request and Answer:

This is to inform you that the Police Service of Northern Ireland has now completed its search for the information you requested and the answers to your questions are as follows.

Question 1

Have there been any complaints in relation to the online application process on the joinpsni.co.uk website - from the 1/1/09 till the 3/3/10?

Question 2

In relation to the above question - could you provide me with the total number of complaints received?

Answer

Human Resources have advised that NO written complaints relating to the online application process have been received, either by Deloitte or PSNI, during the period 1/01/09 - 03/03/10.

Question 3

When completing the online application process did the PSNI/Deloitte consider a unique automated acknowledgement as a reference for candidates, if so could you provide details of why that provision wasn't never put on the site?

Answer

Human Resources have advised that in order to protect the anonymity and security of the individual, it was agreed at the outset that personal e-mail acknowledgements/ references would not be issued.

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Freedom of Information Team, please quote the reference number listed at the beginning of this letter.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the

Head of Freedom of Information, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing foi@psni.pnn.police.uk.

If following an internal review, carried out by an independent decision maker, you were to remain dissatisfied in any way with the handling of the request you may make a complaint, under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the PSNI has complied with the terms of the Freedom of Information Act. You can write to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out, however the Commissioner has the option to investigate the matter at his discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ www.psni.police.uk

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