

**From:** [DataRightsDONOTREPLY@met.police.uk](mailto:DataRightsDONOTREPLY@met.police.uk)  
**To:** [REDACTED]  
**Subject:** RE: Our ref: 01/ROA/24/094169/B : Your ref: SAR/MCKAY/DYER RE: - SUBJECT ACCESS REQUEST - DIANNE MCKAY/[REDACTED]  
**Date:** 27 November 2024 19:37:52  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[Other Gateways for Disclosure.pdf](#)

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Dear [REDACTED]

OUR REFERENCE: 01/ROA/24/094169/B  
REQUEST DEADLINE: 27/10/2024

We are writing to you in relation to the progress of your Right of Access Request. Your request was reviewed when first received and is now waiting to be allocated to a caseworker for processing.

Due to the high volume of requests currently being received by the MPS and the significant increase in demand over the last few years, we are unfortunately experiencing a backlog in our processing.

All requests are triaged at the point of receipt ensuring that they are routed to the relevant team for a response. Once assigned to the team, requests are dealt with in date order. This process ensures that complex requests do not hold up the more straightforward ones and that all applicants receive their responses in the shortest time possible.

We would like to apologise for the delay and assure you that we acknowledge that by not responding to your request within the statutory time frame outlined by the Data Protection Act 2018 we have breached your rights. This is never the intention of the MPS and we take the data rights of individuals very seriously.

If you require information for court or other legal proceedings, family court proceedings or employment tribunals, please see the attached document for suitable disclosure methods. Please accept our sincere apologies for any inconvenience this is causing you.

#### Complaints

If you are dissatisfied with the handling of this request, please write to us at the below postal address or email us at [DataRights@met.police.uk](mailto:DataRights@met.police.uk).

Under the DPA regulations, you also have the right to contact the Information Commissioner. For information on how to apply to the Information Commissioner, please visit their website at <http://www.ico.org.uk/>. Alternatively, phone or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, Phone: 0303 123 1113.

When responding, please ensure you reply to [DataRights@met.police.uk](mailto:DataRights@met.police.uk) only.

Kind regards,

Data Rights  
Metropolitan Police Service  
PO Box 313, DA15 0HH  
[DataRights@met.police.uk](mailto:DataRights@met.police.uk)

**Subject:** RE: Our ref: 01/ROA/24/094169/B : Your ref: SAR/MCKAY/DYER RE: - SUBJECT ACCESS REQUEST - DIANNE MCKAY [REDACTED]

**Importance:** High

Dear Sirs

Further to the multiple emails below, we have not yet heard from you.

As such and as per our clients instructions, a formal complaint has now been lodged with the Information Commissioners Office.

We look forward to hearing from you.

Kind Regards