

1. **How many requests under the Freedom of Information Act have been made to the Immigration & Nationality Directorate in each month to date?**
2. **How many of those requests are awaiting a full response from IND?**

| Month | No. Received | Total unanswered |
|----------------|--------------|------------------|
| January 2005 | 85 | |
| February 2005 | 68 | |
| March 2005 | 57 | |
| April 2005 | 51 | |
| May 2005 | 35 | |
| June 2005 | 35 | |
| July 2005 | 38 | |
| August 2005 | 46 | |
| September 2005 | 36 | |
| October 2005 | 36 | |
| November 2005 | 54 | |
| December 2005 | 29 | |
| January 2006 | 51 | |
| February 2006 | 43 | |
| March 2006 | 66 | 1 |
| April 2006 | 37 | 4 |
| May 2006 | 39 | 12 |
| June 2006 | 43 | 30 |

NB: The attached figures were correct as at 4 July 2006. The total of unanswered cases above will include cases received in June that have not yet reached their target date and cases where the deadline has been extended to give further consideration to the public interest test. Although the Freedom of Information Act carries a presumption in favour of disclosure, it provides exemptions which may be used to withhold information in specified circumstances. Some of these exemptions are subject to a public interest test and they are known as qualified exemptions. The public interest test is used to balance the public interest in disclosure against the public interest in favour of withholding the information under qualified exemptions. Section 10(3) of the Act allows IND to exceed the 20 working day response target where reasonably necessary to consider the public interest test fully.

3. **What is the target time for providing a substantive response to a complaint made to the IND?**

Complaints are classified under two headings, Operational complaints or Formal complaints.

Operational complaints - relate to the way IND works. Such complaints may include the time it is taking to process an application, the lack of accurate information or facilities.

We aim to provide an answer to operational complaints within four weeks.

Formal complaints - are about the conduct of an individual member of IND staff, for example if a member of the public considers staff have been inefficient, rude, offensive or unprofessional.

We aim to provide the findings of formal investigations within eight weeks. All staff involved with the allegation will usually be interviewed, as will other staff involved in the incident. In addition, the investigating officer will review all related papers. The investigating officer may also contact the complainant, to clarify the information provided.