

FOI Release
Information released under the Freedom of Information Act

Title: Customer satisfaction

Date of release: 24 January 2017

Information request:

Electronic copies of any data or reports you have for the Intellectual Property Office during 2014 - 2016 inclusive relating to customer or stakeholder satisfaction.

Information released:

Please find attached three customer satisfaction surveys and aggregated results data from an online satisfaction survey.

A small amount of information has been redacted from the reports to safeguard the identities of a few Intellectual Property Office (IPO) staff and that of one of our customers. You may be aware that such personal information is exempt from disclosure under section 40(2) of the Freedom of Information Act.

I have also attached a short extract from an IPO stakeholder research report of 2014. Most of this document is withheld because the report was commissioned from a third party and disclosure of this information is exempt under section 43(2) of the Freedom of Information Act. Section 43(2) applies to information, the disclosure of which could prejudice commercial interests, in this case the interests of the researchers we commissioned to produce this internal report. The disclosure of the report in full would also disclose the working methods of the research company concerned, which would be prejudicial to their commercial interests. Section 43 is a 'qualified' exemption, which means that we are obliged to consider any public interest arguments for or against disclosure. Having considered this we have concluded that the public interest in maintaining the exemption overrides the public interest in disclosure.