



# UK Hydrographic Office

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[www.gov.uk/ukho](http://www.gov.uk/ukho)

REF: FOI2020/13493

30 December 2020

Dear [REDACTED]

Thank you for your email of 08 December 2020 requesting the following information:

*“How many correspondence cases did the UKHO receive in the financial year ending March 2020 split across the various types (complaints, FOI, DPR, etc.)? Please also include stats on compliance (timeliness of response) where relevant. I'm interested in any official correspondence which is logged, treated as a specific case, and closed once completed. This could be ministerial correspondence, parliamentary questions, questions from Number 10, etc; but not informal correspondence such as emails”*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the UKHO, and I can confirm that all the information in scope of your request is held.

The information you have requested can be found attached in Annex A.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail [CIO-FOI-IR@mod.uk](mailto:CIO-FOI-IR@mod.uk)). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

UKHO Secretariat

Customer Services	
Case number	Target - Met/Late
CS-207022-G5Q2	Met
CS-203232-V6M9	Met
CS-191415-B8C0	Met
CS-219916-Y6P4	Met
CS-210398-Y3Z6	Met
CS-200277-N9K3	Met
CS-199845-M9M7	Met
CS-197022-H0M0	Met
CS-196880-K3Q0	Met

Freedom Of Information (FOI) Request	
FOI number	Target - Met/Late
FOI2019/05267	Met
FOI2019/05416	Met
FOI201906286	Met
FOI2019/08292	Met
FOI2019/08680	Met
FOI2019/08740	Met
FOI2019/09167	Met
FOI2019/09752	Met
FOI2019/09734	Met
FOI2019/09958	Met
FOI2019/10812	Met
FOI2019/10846	Met
FOI2019/11424	Met
FOI2019/11727	Met
FOI2019/12428	Met
FOI2019/12985	Met
FOI2019/12920	Met
FOI2019/13030	Met
FOI2019/13178	Met
FOI2019/13327	Met
FOI 2019/13497	Met
FOI2019/13213	Met
FOI2019/13750	Met
FOI2019/13770	Met
FOI2020/00038	Met
FOI2020/00063	Met
FOI2020/01070	Met
FOI2020/01430	Met
FOI2020/02135	Met
FOI2020/02100	Met
FOI2020/02406	Met
FOI2020/02844	Met
FOI2020/02850	Met

Parliamentary Question	
External Reference	Target - Met/Late
PQN/17-19/2019/06186	Met
PQW/19-20/2020/00482	Met
20200129-PQ	Met