

**FOI Release**  
***Information released under the Freedom of Information Act***

**Title:** Complaints and information requests

**Date of release:** 12 December 2019

**Information request:**

Can you please confirm how many of the following you received for your most recent tax year records (17/18 or 18/19):

- Complaints
- Data protection requests
- Freedom of information requests
- Questions from parliament
- Correspondences from ministers

Can you also confirm the name and contact details for the person within the department who has accountability for response times for each of those areas?

**Information released:**

Complaints

Our Customer Insight team received 127 complaints during the 18/19 tax year. Both the Customer Insight team and the Quality team of our rights granting business area – responsible for patents, trade marks and registered designs – manage the 10 day response target for complaints. Ultimately, the individual who is assigned the complaint in the business area is accountable for ensuring they respond in time.

Data Protection requests

We received 3 subject access requests during the 18/19 tax year. Our Data Protection Officer is [jonathan.rogers@ipo.gov.uk](mailto:jonathan.rogers@ipo.gov.uk) who is responsible for response times.

Freedom of Information requests

We received 111 FOI requests over the same period of time.

Questions from parliament

This is a more difficult question to answer because the Intellectual Property Office (IPO) would not receive nor reply to such questions directly. We are occasionally forwarded written questions on intellectual property from our parent department (BEIS), and would draft a reply for a minister, but would not issue the reply ourselves. Are you asking for a figure for such draft correspondence? Although the IPO is in many respects an independent agency responsible for IP policy, in other respects it functions as one arm of a ministerial department.

### Correspondence from ministers

Again, there is no simple answer to this question because correspondence can take various forms. In reply to ministers cases we would again provide a draft for a minister, or in some instances answer directly to a letter referred to us by a minister, e.g. from an M.P. or member of the public.

While we received a single letter directly from a minister during tax year 18/19, we have dealt with various permutations of other correspondence involving ministers during that period. We would be happy to look at these last two questions again if you could clarify them slightly to ensure that we are providing you with as clear an answer as possible.