

Official

Ref: FOI-323

03 December 2021

Sent via email only: [REDACTED]

Dear [REDACTED]

1. Thank you for your email of 4 November 2021 in which you requested information from UK Anti-Doping ('UKAD') under the Freedom of Information Act 2000. Your request was for the total number of unique correspondence cases logged between 1 April 2020 and 31 March 2021 inclusive, and the percentage of those which were answered on time (where there is a mandated response time). Specifically, you asked for the following information:

*"Please share with me the total number of unique correspondence cases logged between 1st April 2020 and 31st March 2021 and the percentage of these which were answered on time (only where there is a mandated response time and so this stat will already be tracked and available) for the following areas:*

1. *Data protection requests (including subject access requests and other data subject requests made possible under GDPR).*
2. *Freedom of Information and Environmental Information Regulations.*
3. *Complaints.*
4. *Ministerial Correspondence (questions from MPs made on behalf of their constituents).*
5. *Parliamentary Questions (questions raised in parliament requiring information from you).*
6. *Any other official correspondence type, such as enquiries, feedback or compliments which are logged and tracked.*
7. *Which software application is being used to track these requests i.e. Excel, Sharepoint, Access or a specific case management tool – in which case, please state which one/s."*

## Response

---

2. In response to your request, please refer to the table below.

<b>1 April 2020 – 31 March 2021</b>			
	<b>Total number received</b>	<b>Percentage of responses in time</b>	<b>Software application used to track requests</b>
<b>Data protection requests</b>	3	66.6%	Excel
<b>Freedom of Information and Environmental Information Regulation requests</b>	34	47%	Excel
<b>Complaints</b>	6	N/A	A SharePoint list which exports to Excel
<b>Ministerial correspondence</b>	0	N/A	N/A
<b>Parliamentary questions</b>	0	N/A	N/A
<b>Any other official correspondence type, such as enquiries, feedback or compliments</b>	45 instances of positive feedback	N/A	A SharePoint list which exports to Excel

### **Conclusion**

3. If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of this response via email to [foi@ukad.org.uk](mailto:foi@ukad.org.uk). Please remember to quote the reference number above in any further communications.
4. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,



**UK Anti-Doping**