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From the Direct Communications Unit

13 August 2019

Dr Howard Lamb  
The Surgery  
48 Marsh Road  
Pinner  
HA5 5NQ

Dear Dr Lamb

I am writing on behalf of the Prime Minister to thank you for your letter of 5 August.

I understand that the Cabinet Office wrote to you on 12 January 2018, a copy of which I have enclosed for your ease of reference. I can confirm that this Office is unable to add to the advice contained within that letter.

Yours sincerely

A handwritten signature in black ink, appearing to be 'A. S.', written over a horizontal line.

Correspondence Officer



Cabinet Office

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Howard Lamb D.C.  
The Surgery  
48 Marsh Road  
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Middlesex  
HA5 5NQ

12 January 2018

Our ref: DPA10224

Dear Dr Lamb

I am writing in response to your letter of 20 November to the Prime Minister in which you made a request for information under the subject access provisions of the Data Protection Act. Thank you for providing proof of your identity on 29 November. Please accept my apologies for the delay taken in replying.

In your letter of 20 November, you requested to be provided with: "...all the paperwork that has been generated by my complaints to yourself, including e-mails and any meetings, so that I can get a clear picture as to who has been involved and what their roles have been".

We have interpreted this as a Subject Access Request for your personal information under the terms of the Data Protection Act 1998. I have arranged for the Prime Minister's Office, which forms a part of the Cabinet Office, to make appropriate searches of their records. I can confirm that the Prime Minister's Office holds a record of the correspondence that you have sent to them, an electronic copy of your letters of 18 October 2017, 20 November 2017 and 9 January 2018, as well as copies of replies that they have sent to you. As this correspondence is presumably already accessible to you, I have not provided copies, but can do so if you wish. I understand that your earlier correspondence was passed by the Prime Minister's Office to the Department for Education for their consideration, as they have core policy responsibility within central Government for social services, and that they in turn asked the Department of Health to reply to you in light of the specific matters raised. I can confirm that no other paperwork as described in your request has been generated by the Prime Minister's Office.

If you feel that this does not reflect the information you believe might be held about you and to which you are entitled, you should write to me, setting out your reasons. This does not affect your right to complain to the Information Commissioner or a court if you are dissatisfied with our reply. The address of the Information Commissioner is:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

In your letter of 20 November 2017 you also ask for details of the Cabinet Office complaints procedure. This can be found at:

<https://www.gov.uk/government/organisations/cabinet-office/about/complaints-procedure>. Please note that the complaints procedure cannot consider a complaint about a matter that does not fall within the remit of the body being complained about. It might prove helpful to explain that the Prime Minister's Office exists to provide support to the Prime Minister in carrying out her duties. It does not have an investigatory remit, and nor does it act as a channel for the consideration of complaints raised by those dissatisfied with the actions of other bodies.

I note from your letter that you express dissatisfaction that the Prime Minister's Office, in relation to your earlier correspondence, has not addressed a query as to why no investigation into "the actions of Hertfordshire Council and its departments, the Government and its Departments, the Government and its departments and the Privy Council has taken place". Whilst this is not a matter with which the Prime Minister's Office can be of assistance, I hope that the following information on how to raise complaints generally is useful.

Firstly, if you believe that a criminal offence has taken place then you should approach the relevant local police force directly.

If you wish to make a complaint about a Hertfordshire County council, you should complain to them directly in the first instance. Details of their complaints service can be found at:

<https://www.hertfordshire.gov.uk/About-the-council/Complain-or-comment/Make-a-complaint.aspx>. If you have exhausted their complaints procedure, then you may wish to contact the Local Government Ombudsman, to see if the matter falls within their remit. Details of the service that they provide can be found at: <http://www.lgo.org.uk/>

Finally, if wish to complain about a Government Department, you should make use of their complaints procedure. Each Department provides details of how to make a complaint about the service that they provide on their gov.uk webpage. If you have exhausted their complaints procedure, then it is open to you to ask your local Member of Parliament to refer your complaint to the Parliamentary Ombudsman, should they agree to do so.

Whilst I am sorry that I cannot be of direct assistance, I do hope that this is helpful.

Yours Sincerely

**Julianne Peterson**

Freedom of Information Team