

Please ask for : Andrea Gabbitas
Telephone Number: 0121 626 6060
Our Reference: 2024-01198
wmpcc@westmidlands.police.uk



Date: 19/08/2025

Dear FOI Applicant,

Thank you for your freedom of information request received in this office on 03 August 2025 in which you asked:

'The number of reviews in respect of which telephone call recordings have been requested by WMP&CC of WMP – I assume a Boolean search of emails to WMP, likely specific individuals/departments will result in readily available information, possibly enquiries of complaint matters involving phone calls, or a search for emails to WMP of 'recording', 'call recording' or similar will assist.

The period to which the WMP&CC complins review team referred for the 'numerous instances' i.e. from when to 02/2025.

Seemingly, one member of the complaints review team alone at WMP&CC has frequently checked for recordings - seemingly, these calls, relating to complaints, did not exist.

With whom the WMP&CC has raised the issue at WMP – if at all. Please provide previous exchange son the subject or confirm, despite identifying the issue it was ignored, not the subject of 'oversight'

I ask to be provided the 'oversight' WMP&CC raised, as per the email of 02/2025 and associated information i.e. exchanges with others - to include why my raising the matter appears to have resulted in the issue receiving attention'

In response to your request, I can confirm:

The number of reviews that you have requested phone call recordings of WMP for.

- We do not hold this information. Whilst this matter is occasionally mentioned during the course of discussions with West Midlands Police about Complaint reviews, we do not hold a record of the number of times this occurs.

The period in which you were referring to 'numerous instances'

- We do not hold this information.

Who have you raised the issue of recordings with within WMP?

- Discussions about Complaints Reviews take place between our staff and the Professional Standards Department.

What oversight has been raised with WMP in regards to the issue of recordings?

- Oversight takes place by various means including formal reporting mechanisms to the Police and Crime Commissioner, and less formal means such as conversations with staff and officers within PSD. We do not hold recorded information to document this.
- This issue will be included as an oversight enquiry in the next performance report to WMP, which is due later this month.

Freedom of Information Right of Appeal

Any person who has requested information from the Office of the Police and Crime Commissioner (OPCC) and is unhappy with the way their request for information has been handled can request a review of their case.

A request for review must be made in writing by letter or email. You should include the reference number of your request if you have it, and outline why you are requesting the review to:

Office of the Police and Crime Commissioner
Lloyd House
Birmingham
B4 6NQ

Telephone: 0121 626 6060
Email: wmpcc@west-midlands.pnn.police.uk

All requests for review will be recorded. Receipt of a request for internal review will be acknowledged and the appellant informed of an estimated date for determining the outcome. The OPCC will attempt to respond to internal reviews as soon as practicable and in any case within two months.

All investigations will be undertaken by someone not involved in the original response.

The result of any internal review will be communicated to the appellant outlining the decisions taken.

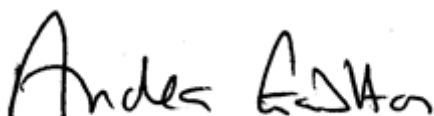
If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

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

Telephone: 08456 30 60 60 or 01625 54 57 45
Website: www.ico.gov.uk

There is no charge for making a request for internal review or appeal to the Information Commissioner.

Yours sincerely,



Andrea Gabbitas

Head of Business Services