

**Information Released under FOI**

**Subject: Stats on requests for information and complaints**

**Date Released: 31 January 2021**

**Summary of request:**

1) *How many Freedom of Information requests were received in the following calendar years*  
- 2017  
- 2018  
- 2019

*Of these requests, what % were responded to within regulatory deadlines  
Is a case management system or other software service to manage these requests? If so  
please state which software / system is used.*

2) *How many Subject Access Requests or other requests under GDPR/Data Protection  
legislation were received in the following calendar years*  
- 2017  
- 2018  
- 2019

*Of these requests, what % were responded to within regulatory deadlines  
Is a case management system or other software service to manage these requests? If so  
please state which software / system is used.*

3) *How many written (letter, email, webform submission) Complaints and other enquiries were  
received in the following calendar years*  
- 2017  
- 2018  
- 2019

*Is a case management system or other software service to manage these requests? If so  
please state which software / system is used.*

**Information released:**

1) *How many Freedom of Information requests were received in the following calendar years*

<b>Year</b>	<b>Total</b>	<b>% responded within regulatory deadlines</b>
2017	68	99%
2018	81	98%
2019	95	100%

Note, the Met Office is also subject to the Environmental Information Regulations 2004 (EIR).  
The figures above relate to requests received under either or both FOIA and EIR.

The cases are managed and logged on ServiceNow and Sharepoint software.

2) *How many Subject Access Requests or other requests under GDPR/Data Protection  
legislation were received in the following calendar years*

<b>Year</b>	<b>Total</b>	<b>% responded within regulatory deadlines</b>
2017	7	86%
2018	18	95%
2019	12	100%

The cases are managed and logged on ServiceNow and Sharepoint software.

*3) How many written (letter, email, webform submission) Complaints and other enquiries were received in the following calendar years*

2017	64,571
2018	26,865
2019	12,326

The figures provided above specifically relate to correspondence routed through our primary customer platform, currently ServiceNow. However, the Met Office employs a large number of staff, many of whom will receive direct correspondence which is not included in the above figures.

Please note, the 2018 and 2019 figures are significantly lower than the previous year as in April 2017 we released a new mobile phone App, which generated vast amounts of correspondence.