

Mr John Gilchrist
Freedom of Information Officer

15 October 2018

Ref: FOI/September 2018/ Ben

By email to ben@foi-info.co.uk

The Burroughs
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London
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Dear Ben

Your request for information received on 21 September 2018 has been dealt with under the provisions of the Freedom of Information Act 2000 (FOIA).

You asked:

1. What is the name of the organisation/service/authority you represent?
2. If the information I am requesting is available elsewhere (e.g. s21) please can you tell me where I can find it?
3. What is the name of the software you use to manage, process and respond to complaints received? (if not applicable or available elsewhere enter N/A)
4. How much does the software in question 3 cost? (if not applicable or available elsewhere enter N/A)
5. When is the software in question 3 due for renewal? (if not applicable or available elsewhere enter N/A)
6. What is the name of the software you use to manage, process and respond to FOI/EIR requests? (if not applicable or available elsewhere enter N/A)
7. How much does the software in question 6 cost? (if not applicable or available elsewhere enter N/A)
8. When is the software in question 6 due for renewal? (if not applicable or available elsewhere enter N/A)
9. What is the name of the software you use to manage, process and respond to SAR requests? (if not applicable or available elsewhere enter N/A)

10. How much does the software in question 9 cost? (if not applicable or available elsewhere enter N/A)

University Response

1. Middlesex University

2. see above

3. We do not use any software to manage, process and respond to complaints received.

4. see above

5. see above

6. We do not use any software to manage, process and respond to FOI/EIR requests.

7. see above

8. see above

9. We do not use any software to manage, process and respond to SAR requests.

10. see above

I trust this satisfies your request sufficiently. Under the Freedom of Information Act 2000, you have the right to complain about the University's response to your request for information. If you have such a complaint, you may contact Mrs Teresa Kelly, Clerk to the Board of Governors, Middlesex University, Hendon campus, London NW4 4BT, tel: 020 8411 6018, t.kelly@mdx.ac.uk within 40 days of the date of this letter for a review of the University's decision. If you remain unsatisfied with the outcome of that complaint, you may seek further recourse by lodging an appeal with the Information Commissioner.

Yours sincerely

John Gilchrist

Freedom of Information Officer