



## Freedom of Information Request FOI 18 98

### FOI, SARs, Complaints

#### Query and response:

1. What is the name of the organisation/service/authority you represent?

**Dorset & Wiltshire Fire and Rescue Service**

2. If the information I am requesting is available elsewhere (e.g., s21) please can you tell me where I can find it?

**N/A**

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)

**We use a database built internally using IBM Notes for the recording and monitoring of compliments and complaints.**

4. How much does the software in question 3 cost? (if not applicable or available elsewhere enter N/A)

**N/A**

5. When is the software in question 3 due for renewal? (if not applicable or available elsewhere enter N/A)

**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)

**We do not have any specific software for managing, processing or responding to freedom of information/environmental information requests.**

7. How much does the software in question 6 cost? (if not applicable or available elsewhere enter N/A)

**N/A**

8. When is the software in question 6 due for renewal? (if not applicable or available elsewhere enter N/A)

**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)

**We do not have any specific software for managing, processing or responding to subject access requests.**



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

**N/A**