

The Crown Estate Disclosure Log

Case no: 1151
Date received: 4 December 2019
Subject: Number of Complaints, Requests and Parliamentary Questions 2018-19
Request response
<p>I am writing further to your email of 4 December 2019 in which you made a request for information under the Freedom of Information Act 2000 (FOIA).</p> <p>I have provided information in relation to each of your questions below for the business year 2018/19.</p> <p>Complaints</p> <p>During 2018/19, we received 204 complaints. These include complaints received directly by The Crown Estate or by third parties acting on its behalf such as managing agents.</p> <p>Freedom of Information requests</p> <p>124 requests.</p> <p>Data Protection requests</p> <p>The number of times individuals exercised their rights under Data Protection law was twice. These were subject access requests.</p> <p>Questions from Parliament and Correspondence from Ministers</p> <p>As The Crown Estate is not a Government Department, no parliamentary questions can be asked of The Crown Estate directly. Parliamentary Questions can be asked of the Treasury Minister with Ministerial responsibility for The Crown Estate, and over the 18/19 period, four parliamentary questions were asked of HM Treasury which relate to The Crown Estate activity.</p> <p>https://www.parliament.uk/business/publications/written-questions-answers-statements/written-question/Commons/2018-11-09/189706/ https://www.parliament.uk/business/publications/written-questions-answers-statements/written-question/Commons/2018-11-09/189707/ https://www.parliament.uk/business/publications/written-questions-answers-statements/written-question/Commons/2018-10-31/186180/ https://www.parliament.uk/business/publications/written-questions-answers-statements/written-question/Commons/2018-06-28/158771/</p> <p>We have interpreted 'minister' to mean a Departmental Minister and I can confirm that we received two such pieces of correspondence in the last business year.</p>

I hope that this response is helpful. However, if you are not satisfied with the way we have handled your information request, you may appeal our decision which will then be investigated through an internal review. If you are not content with the outcome of that, you have the right to refer any complaint directly to the Information Commissioner's Office (ICO) (contact details are available at: www.ico.org.uk). The ICO will usually expect you to have first exhausted our own complaints procedure before raising any concerns with them.