



Via Email Only

7 May 2020

Freedom of Information Ref No. FOI23



Thank you for your Freedom of Information request received on 16th April 2020.

You have asked **“Can you please confirm how many of the following you received between 1st April 2018 and 31st March 2019?”**

- **Complaints**
- **Data Protection Requests and/or Subject Access Requests**
- **Freedom of information requests**
- **Correspondences from ministers**

Can you also confirm which job title/role and department has accountability for response times for each of those areas please (appreciate names can't be given)

Money and Pensions Service Response:

I should explain that on 1st January 2019, Pension Wise, The Pensions and Advisory Service and the Money Advice Service merged to form the Single Financial Guidance Body. Subsequently, on the 1st of April 2019 these businesses became known as the Money and Pensions Service. The Money and Pensions Service aims to deliver advice relating to pensions, money guidance, debt advice, and consumer protection. Further details can be found on the website: <https://moneyandpensionsservice.org.uk/>.

With regards to your Freedom of Information request and the points you have raised, I can confirm the following:

We received 15 complaints from 1st January 2019 to 31st March 2019. We have no record of receiving any requests during this period in respect of Data Protection, Subject Access Requests, Freedom of information or any correspondence from ministers. The Chief Finance Office Directorate are responsible for Complaints, Data Protection, Subject Access requests, and Freedom of information requests.

The roles responsible for these areas are as follows: Head of Business Intelligence and Data Protection & Security, has overall responsibility for Complaints, Data Protection, Subject Access requests, and Freedom of information requests. This role is supported by a Deputy Data Protection Officer and Complaints and Freedom of Information Officer.





**Money &
Pensions
Service**

Ministerial correspondence is considered by various Executive Leaders within the organisation, depending on the subject of the enquiry and therefore dealt with on a case by case basis.

Under section 16 of the Freedom of Information Act I would like to assist you in your request by explaining that you may wish to write to us again with a new revised time period for your request, taking into consideration the date that the Money and Pensions Service began to operate as a business. We will consider afresh any revised request you submit however we cannot guarantee that any revised request will fall within the cost limit.

I hope this information is helpful. If you have any queries about my response to your request do not hesitate to contact me. Please remember to quote the reference number above in any future communication.

Yours sincerely,



Complaints & Freedom of Information Officer

Your right to complain under the Freedom of Information Act

If you are not happy with this response you can ask for an internal review by e-mailing foi@maps.org.uk or by writing to Money and Pensions Service, 120 Holborn, London, EC1N 2TD. Any review request should be sent within two months of the date of this letter.

If you are not content with the outcome of an internal review you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted our own complaints procedure.

The ICO can be contacted at: Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF
<https://ico.org.uk/global/contact-us/> or telephone 0303 123 1113 or 01625 545745

Money and Pensions Service

120 Holborn, London EC1N 2TD t: +44 (0)115 9659570 w: moneyandpensionsservice.org.uk