

Phone Call

Outgoing Call

Number: C11HDC6

Call date: 09/08/2011 11:39

Duration:

Contact name: Mr. [redacted]

Assign To: A: [redacted]

Status: To Do Closed

Subject:
Outgoing Call

Summary:

**** Note:** record of phone call originally lodged under Mr. [redacted] previous complaint (07/02/2011). Loaded under this complaint following Mr. [redacted] OIA request in March 2012 **

Rang Mr. [redacted] (05- [redacted]) to discuss the large volume of information he had recently sent to HDC. Explained that we are technically and practically unable to process this amount of data, as it freezes our computer systems and is too large to practically assess. Informed him that he would need to produce a new, concise summary of his complaint, with specific details about the providers and issues being complained about (advised that he keep it to two pages maximum) and send that in as a new email. We would then assess it, and if necessary process the rest of the data he sent in.

X He was unhappy to hear this and repeatedly informed me that he "did not accept" that we could not open his emails, and thought we simply did not want to. Advised he would go to the media. I attempted to explain that while there were genuine technical reasons for not being able to open his email, we also did not have the time or resources to assess this volume of information. He eventually came to accept this and said he would produce a summary of his complaint. ← ?

Edit History:

Created on: 06/03/2012 11:39:56 a.m. by: Al. [redacted]

Note:

Disclosed under the
Official Information
Act 1982 or the
Privacy Act 1993

Record was changed by HDC since first made and put on file!!
Only TECHNICAL reasons were stated on 09.08.11!!
Complainant NEVER accepted reasons given!!!