

10 June 2009

Dear Mr White,

I am writing in response to your 18 requests for copies of the documents or texts you identified from the links in the DWP Standards of Behaviour policy you submitted on 14th May 2009. For complete clarity, while your requests were initially looked at separately, they are interlinked with each other which means we have had to consider cost grounds as a single request as allowed by Regulation 5 of the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (SI 2004/3244)

Copies of the documents from some of the relevant links in the policy are enclosed for your information. Where a link is to a homepage rather than a specific document or policy, a file of the homepage has not been supplied.

Please note these documents are designed to be used on-line and therefore contain links to other policies, information and web sites that cover the whole DWP intranet. However, we estimate that the cost of complying with your request would exceed the appropriate limit of £600. The appropriate limit has been specified in regulations and for central Government it is set at £600. This represents the estimated cost of one person spending 3½ working days in determining whether the Department holds the information, and locating, retrieving and extracting the information. Under section 12 of the Freedom of Information Act the Department is not obliged to comply with your request and we will not be processing your request further.

If you have any queries about this letter, please contact me. Please remember to quote any reference number given above in any future communications.

If you are not satisfied with my handling of your request please tell me why within two calendar months of the date of this letter. I will then arrange for someone to conduct an internal review of your request and the handling of it. The review will be conducted by another officer, usually of a more senior grade to me. This person will have taken no part in the original handling of your request. You will be advised of the reviewing officer's decision in writing.

If you are not content with the outcome of the internal review you have the right to apply directly to the Information Commissioner to look into the way your request has been handled. Please note that generally the Commissioner cannot make a decision unless you have first exhausted DWP's own complaints procedure. The Commissioner can be contacted at:

FoI Complaints Resolution



Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Fax: 01625 524 510

Email: xxxx@xxx.xxx.xxx.xx

Yours
DWP Central Fol Team

