

You can contact me on: 0300 061 4076  
complaintsaboutphso@ombudsman.org.uk

Our reference: FDN-70200/0027

In Confidence  
Ms Ivana Taylor



3 December 2009

Dear Ms Taylor

I write with reference to your post on the 'what do they know' website on 7 November 2009. I am sorry that you are dissatisfied with the decision not to release information to you.

Under our internal complaints procedure, your request for information has been passed to the Deputy Chief Executive, Bill Richardson. Mr Richardson will consider carefully the issues you have raised and will send you a full reply once his review is complete. This review of your request for information is the only review that we will undertake.

We aim to reply to such complaints within 16 weeks, but we will provide you with regular updates.

If you have any queries, please contact the Review Team on 0300 061 4076.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Carolyn Godden". The signature is fluid and cursive, with a long horizontal stroke at the end.

Carolyn Godden  
Business Support Officer to the Review Team



Millbank Tower  
Millbank  
London SW1P 4QP

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