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Mr Williams

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Ref: R48

Freedom of Information Act 2000: Customs & Excise Agreement with the Isle of Man

Thank you for your email dated 23 December. Following your query of 2 December and our response of the 22 December, I note that you remain dissatisfied with the time taken to answer your original FOI request of 29 October. You have asked us to carry out an internal review of this point.

We had argued that the response was issued just within the statutory deadline. You point out that the obligation under the Act is to reply promptly as well as keeping within the absolute limit of twenty working days. There is obviously no objective test for what is sufficiently prompt in all the circumstances of a given case, while having regard to the resourcing of the department and the other demands faced. We do accept that it should generally be possible to identify when information is not held, without taking the full twenty days. I am sorry we did not do so this time. We have looked again at the history of the case and, aside from that apology I don't think there is any further satisfaction we can offer.

Yours sincerely,

Lisa Adams
Information Rights Unit

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Treasury. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.



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