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Mr Julian Todd
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Our Ref: 10394
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Dear Mr Todd,

I am writing further to my letter dated 10 December 2008. In the letter I indicated that we were aiming to send you a full response to your request for an internal review by today. We are still undertaking this review, but it is unfortunately taking longer than we expected. I am afraid that we have not been able to complete our investigations by today, and as a result we need to extend our deadline. We now expect to send you a full response by 24 February 2009.

I do apologise for the delay and hope it will not inconvenience you unduly. We are close to completing the review and anticipate that you will have a response within this time frame. If you have any queries regarding the handling of this internal review please do not hesitate to contact me.

Yours sincerely,

John Bragaglia
Information Access Consultant