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Mr Michael Bimmler
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Our Ref: 10694
Date: 21 April 2009

Dear Mr Bimmler,

I am writing further to my colleague Ian Lister's letter dated 3 March 2009, regarding your request for an internal review. In the letter we indicated that we were aiming to send you a full response to your request 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 20 May 2009.

I do apologise for the delay and hope it will not unduly inconvenience you. 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